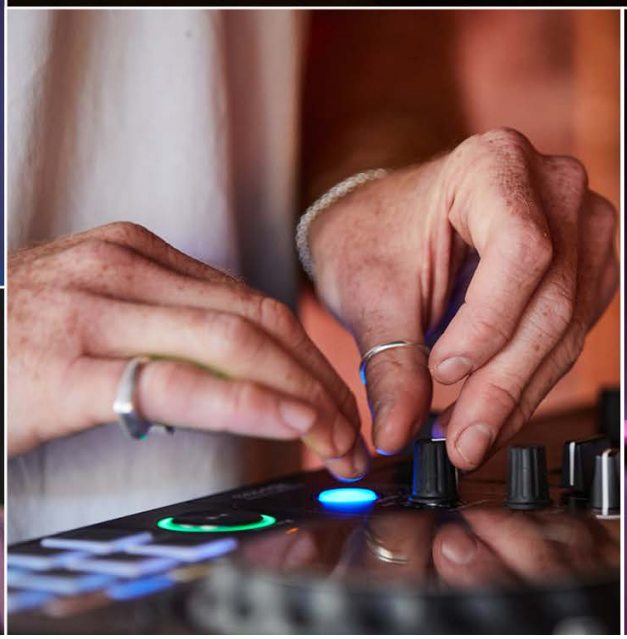
Office of the 24-Hour Economy Commissioner

Live Performance Venue Grant Program Guidelines

Round 2

June 2026




NSW GOVERNMENT

24-Hour Economy

Grant program details

Opening date and time	14 August 2025 10:00 AM AEST
Closing date and time	23 September 2025 2:00 PM AEST
Application outcome date	By the end of November 2025
Project Period (delivery timeframe for successful applications)	1 January 2026 – 9 March 2027
Payment schedules	Milestone 1, 60% of funding amount, by mid-January 2026 Milestone 2, 40% of funding amount from mid-July 2026
Reporting requirements	Quarterly check-in – by 31 March 2026 Progress report – by 31 August 2026 Quarterly check-in – by 30 November 2026 Acquittal report – by 9 April 2027 6-month follow-up report – by 9 September 2027 12-month follow-up report – by 9 March 2028
Evaluation timeframe (for successful applications)	1 January 2027 – 9 March 2028
Decision-maker	24-Hour Economy Commissioner Creative Industries, Tourism, Hospitality and Sport (or a financial delegate)
Funding allocations approver	Executive Director, Data, Strategy and Coordination 24-Hour, Screen and Sound Creative Industries, Tourism, Hospitality and Sport (or a financial delegate)
NSW Government Agency	Office of the 24-Hour Economy Commissioner
Type of grant opportunity	Open, competitive
Grant funding pool	On 19 December 2025, the Deputy Secretary 24-Hour, Screen and Sound/ 24-Hour Economy Commissioner, Department of Creative Industries, Tourism, Hospitality and Sport approved the Live Performance Venue Grant total award pool to be increased from $2,500,000 to $2,894,887
Grant amount	From $15,000 to $80,000 (excluding GST) per hospitality venue. Applicants will be required to co-contribute at least 10% of the funding amount, e.g. funding of $80,000 requires a minimum co-contribution of $8,000
Enquiries	liveperformance@24houreconomy.nsw.gov.au

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Grant program overview

The Live Performance Venue Program (LPVP) is a key element of the NSW Government's Venues Unlocked initiative, a partnership between the Office of the 24-Hour Economy Commissioner and Sound NSW, to further support live music and hospitality venues under the Vibrancy agenda.

Round 2 of the Live Performance Venue Grant Program (the Program) is designed to support and increase the number of existing hospitality venues staging live performance. This Program has been developed by the Office of the 24-Hour Economy Commissioner, in collaboration with Sound NSW, under the Venues Unlocked initiative, and is administered in partnership with Create NSW. The Office of the 24-Hour Economy Commission, Sound NSW and Create NSW all form part of the Department of Creative Industries, Tourism, Hospitality and Sport (the Department).

The Program provides grants of $15,000 to $80,000 (ex-GST) for the purchase and installation of essential equipment (including sound equipment, staging), programming, marketing & additional items to ensure best practice when running live performances.

The grant will be open to applicants in NSW and applications will be competitively assessed.

The Program is designed to assist hospitality venues to offer live performance as an additional service, complementary, and secondary to their primary purpose.

All projects funded under the program must be completed by 9 March 2027.

Applicants are encouraged to read all the details in these guidelines before applying.



Purpose and objectives

The purpose of the Live Performance Venue Grant Program is to:

- increase the number of hospitality venues staging live performance in NSW
- increase the number and diversity of live performances in the NSW night-time economy
- create employment opportunities for those working in the live performance sector in NSW (e.g. artists, audio-visual professionals, hospitality and venue staff).

Grant value

- A total of $2,894,887 (excluding GST) is available for this round. This is split into two funding pools:
  - $1,447,443.50 to be allocated for Sydney Metropolitan venues
  - $1,447,443.50 to be allocated for Regional venues located outside Sydney Metropolitan.
- An applicant can request between $15,000 and $80,000 (excluding GST) for a project.
- Successful applicants will be required to co-contribute a cash amount that is at least 10% of the approved funding amount to the project budget. Funding from other NSW government programs received for the same project cannot be used as part of the co-contribution.

Selection criteria

Eligibility criteria

Who can apply?

Existing small to medium hospitality venues who meet the eligibility criteria and do not currently stage a regular and recurring program of live performance but have a desire to diversify their business to do so.

The Program would suit a venue that has an existing space that could be dedicated to live performance, without needing to undergo significant structural alterations to the venue.

Venues can apply to the Grant Program if they:

- are an existing restaurant, bar, cafe, winery, brewery, hotel/pub, distillery, or registered club; and
- meet all the eligibility criteria below.

Eligible venues

A venue will be considered eligible if it can demonstrate it meets the following criteria:

- Venue is located within NSW.
- Is an Australian incorporated organisation with an active Australian Business Number (ABN).
- Has the relevant development consent, including current and valid occupation certificates in force for its primary purpose and, if relevant, can demonstrate that the proposed activity meets exempt development standards.
- Is a hospitality venue that provides a commercial on-premise food and/or beverage offering:
  - if it is a restaurant, bar, cafe, winery, brewery, hotel/pub, or distillery, have a maximum total venue capacity* of 300 patrons - and not be owned and managed within a larger complex that exceeds 300 patrons
  - if it is a registered club, have a maximum total venue capacity* of 600 patrons — and not be eligible to participate in the ClubGRANTS scheme.
- Possess relevant approvals to operate at least once per week after 5pm.
- Possess a valid, current NSW Liquor Licence, if your venue is licensed. Licensed and unlicensed venues can apply.
- Has been operating for at least 12 months at the time of submitting this application.
- If the venue is not owned by the applicant: hold a lease of the venue with a minimum period of 24 months remaining of the lease term (excluding any option to renew) from 1 January 2026, or if a shorter lease arrangement is in place, then a letter of intent from the landlord is required indicating the lease will continue for a minimum of 24 months from 1 January 2026.
- The business owner and the venue building owner support the project.

*total venue capacity means the venue in its entirety (combined indoor and outdoor).

Who can't apply?

- Any hospitality venue that does not satisfy the eligibility criteria.
- Any hospitality venue operated by government – local, state or federal government.
- Individuals, sole traders and unincorporated partnerships.
- Educational institutions.
- Venues that are prohibited from staging live performance or entertainment in their venue, as a condition on their development consent, liquor licence, or any other regulatory documentation or legal requirement.
- Religious institutions.
- Dedicated entertainment facilities e.g. theatres, casinos, stadiums, cinemas, music halls, concert halls, dance halls, performing arts centres and the like.
- Venues that require a change of use in order to stage live performance are not eligible for funding under this Program.
- Registered Clubs that are eligible to participate in the ClubGRANTS scheme.
- Venues that have already received funding from the following programs:
  - Live Performance Venue Program Round 1
  - Sound NSW Soundproofing Grant for Live Music Venues
  - Sound NSW Venues Upgrade Grant Program 2 or 3.

Venue capacity exception

Venues will not be subject to the 300/600 patron capacity requirement only if they previously applied to the Live Performance Venue Accelerator Round 1 or Live Performance Venue Accelerator Round 2 AND were assessed as eligible venues in either of those programs.

What is the definition of live performance for the Grant Program?

Eligible live performance includes, but is not limited to:

- Theatre and musical theatre
- Live music
- Cabaret
- Opera
- Dance performances
- Classical music and choral performances
- Poetry slams and readings
- Comedy
- Live immersive and interactive experiences
- First Nations storytelling
- Live DJs

Other live performance activities may be included at the discretion of the assessment panel.

What can be funded

The types of activities that may be eligible for funding under this Grant Program are:

- purchase and installation of sound and staging equipment, including:
  - speakers
  - PA systems
  - microphones
  - mixing desks
  - lighting
  - soundproofing equipment
- acoustic appraisal of the venue by an acoustic consultant
- audio-visual equipment training for venue staff
- paying live performance artists
- paying booking agent costs - for performances starting after 5pm
- marketing — for performances starting after 5pm, including:
  - advertising and/or marketing campaigns (including design and production costs)
  - brand and asset development
  - public relations activity
- OneMusic licence for the period of the project
- hiring sound/staging equipment
- hiring contractors to provide security services — for performances starting after 5pm
  - only applicable on dates where live performances have been programmed.

What cannot be funded

There are several activities and costs which are not in scope of this Grant Program; these include but are not limited to:

- capital works, structural changes/upgrades or internal refurbishment or fit-out works which require a development application
- rent, outgoings and utilities
- general maintenance and repairs
- equipment purchases not directly related to staging live performance
- marketing costs over 30% of the total amount funded
- funding for one-off special events, such as fundraisers or single headline acts
- any project costs incurred, or use of the grant funding, that takes place prior to 1 January 2026 or after 31 December 2026
- any activities, goods or services that take place, or are utilised, outside of the nominated venue
- live performances and activities that start prior to 5pm
- staff and management salaries.



What to include in your application

- Evidence of total venue capacity via one of the following documents:
  - Development consent for use of premises.
  - Liquor licence.
  - Fire safety certificate.
  - A council-approved venue management plan, or
  - A letter or email from your local council confirming the maximum venue capacity.

  If none of these alternatives are available, you may provide a venue floor plan that clearly displays the floor dimensions and total square metres of usable floor space.
- Evidence of permission to operate after 5pm at least once a week via one of the following documents:
  - Development consent for use of premises
  - Liquor licence
  - A letter or email from your local council confirming your approved operating hours (and/or, if relevant, noting operating hours comply with exempt development standards).
- Evidence of a lease of the hospitality venue with a minimum period of 24 months remaining of the lease term (excluding any option to renew) from 1 January 2026, or if a shorter lease arrangement is in place, then a letter of intent from the landlord is required indicating the lease will continue for a minimum of 24 months from 1 January 2026.
- Proof of venue licence agreement for the presentation of live music or performance (OneMusic licence), or commitment to obtain one prior to submission of the progress report (Milestone 3).
- Financial statements (including balance sheet and profit/loss statement) for at least the last 12 months (at the time of submitting an application).
- A project plan that includes:
  - Latest available annual report (registered clubs only).
  - A description of your project, in other words:
    - What are you planning to do to start or increase your live performance offering? What will your live performance program look like?
    - How often you plan to stage live performances in your venue and what will they be?
    - How many people do you employ, including venue staff and performers.
  - Project delivery timeline, showing estimated completion times, for example:
    - When equipment will be purchased and installed.
    - When marketing and promotion activities will start.
    - When programming will start – expected by 1 September 2026.
  - How you will deliver the project, for example:
    - Who will manage and do the work?
    - What experience do they have in hospitality and/or live performance management?
    - How will you find and manage artists?
    - How will you keep track of the project and timelines?
  - A Project budget, including co-contribution amount, showing what funds will be spent on.
  - Quotes for budgeted purchases over $1,000 to demonstrate value for money.
  - A draft minimum 3-month live performance programming schedule.
  - A forward plan of marketing activities:
    - How will live performances be marketed?
    - Where?
    - How often?
    - Who is the target audience?
- Supporting information such as letters of support from stakeholders, the local community, your local council.

Applicants that do not supply the required information and evidence may be deemed ineligible at the discretion of the Department. The Department reserves the right to request applicants provide further information if required during the application assessment process.



Assessment criteria

This is an open, competitive Grant Program, where all eligible applications will be assessed against each other based on the following criteria.

Applicants are required to clearly outline the purpose of the requested funding, including a description of the proposed activities, intended outcomes, and a detailed budget.

Impact on the community and the live performance sector – weighting 30%

Assessors will look for how well the proposed project:

- addresses a community need
- fills a gap in the local night-time economy
- increases the number of hospitality venues staging live performance in NSW
- contributes to the variety of night-time live performance in the venue's local area
- increases the number and diversity of live performances
- creates employment opportunities in the live performance industry
- demonstrates support from relevant local stakeholders and/or community members

Viability – weighting 30%

Assessors will review the project plan and timelines, and will be looking for:

- all project delivery and grant funds expenditure between 1 January and 31 December 2026
- who will deliver the project and their experience in the hospitality and/or live performance industry
- projected costs i.e. how grant funding and co-contribution will be spent
- value for money – quotes for budget items over $1,000
- whether any expert advice has been sought in relation to appropriate equipment for the performance space e.g. quotes and/or consultant reports
- a draft programming plan including timings and types of performances
- a draft marketing plan including types of media and when promotion will take place
- if the venue has been operating for at least 12 months as a going concern.

Need for funding – weighting 25%

Applicants will be expected to:

- describe the venue's current resources, ownership structure and access to support.
  - Is the venue independently owned? Part of a hospitality group?
- describe the venue's proposed performance space
  - Is it already set up for live performances? Does it need updates? Upgrades? New equipment?

Risk – weighting 15%

Applicants should consider any risks that may impact the delivery and timeline of their project and how those risks can be mitigated.

Assessors will consider risks identified by applicants and any additional research conducted by the Department which is relevant to the application. This may include reviewing:

- compliance with NSW liquor laws, and any previous breaches
- compliance with the conditions of development consent, and any previous breaches
- consideration of the business or company's management, its directors and officers or any other individuals that exercise control over an applicant
- assessment of other factors that may cause applicants to be unsuitable for support, such as any personnel or business activities that could cause reputational or other risk to the NSW Government.

Application process

How to apply

Pre-application information sessions

These sessions will cover an overview of the program, how to apply, and eligibility requirements, followed by a Q&A.

While not mandatory, the Office of the 24-Hour Economy Commissioner strongly recommends all potential applicants attend one information session.

The information sessions will be held on:

Wednesday 27 August, 4:00pm

Tuesday 2 September, 1:00pm

Tuesday 9 September, 11:00am

Register for an information session

Start your application

To apply for grant funding, you will need to complete and submit the relevant application form through our secure online system, SmartyGrants.

Start your application here

The deadline for submissions is 23 September 2025, 2:00pm (AEST).

When you successfully submit an application in SmartyGrants you will receive a confirmation email with a copy of your submitted application attached. If you believe you have submitted an application but haven't received a confirmation email (remember to check your junk folder) please contact us at liveperformance@24houreconomy.nsw.gov.au

Applications are final and you won't be able to add anything to your application after the submission deadline, unless we contact you for further information. If you need to make changes to your submitted application **before the submission deadline,** please contact us at liveperformance@24houreconomy.nsw.gov.au

A maximum of one grant application will be accepted per venue. If an applicant owns more than one venue, they can submit an application for each eligible venue. Each application will be considered separately.

You must not provide false or misleading information. Applications which have been found to contain false or misleading statements may be rejected and the applicant disqualified from participating in the program.

Late submissions

Requests for late submissions must be received by no later than 4.30pm (AEST) on Tuesday 23 September 2025.

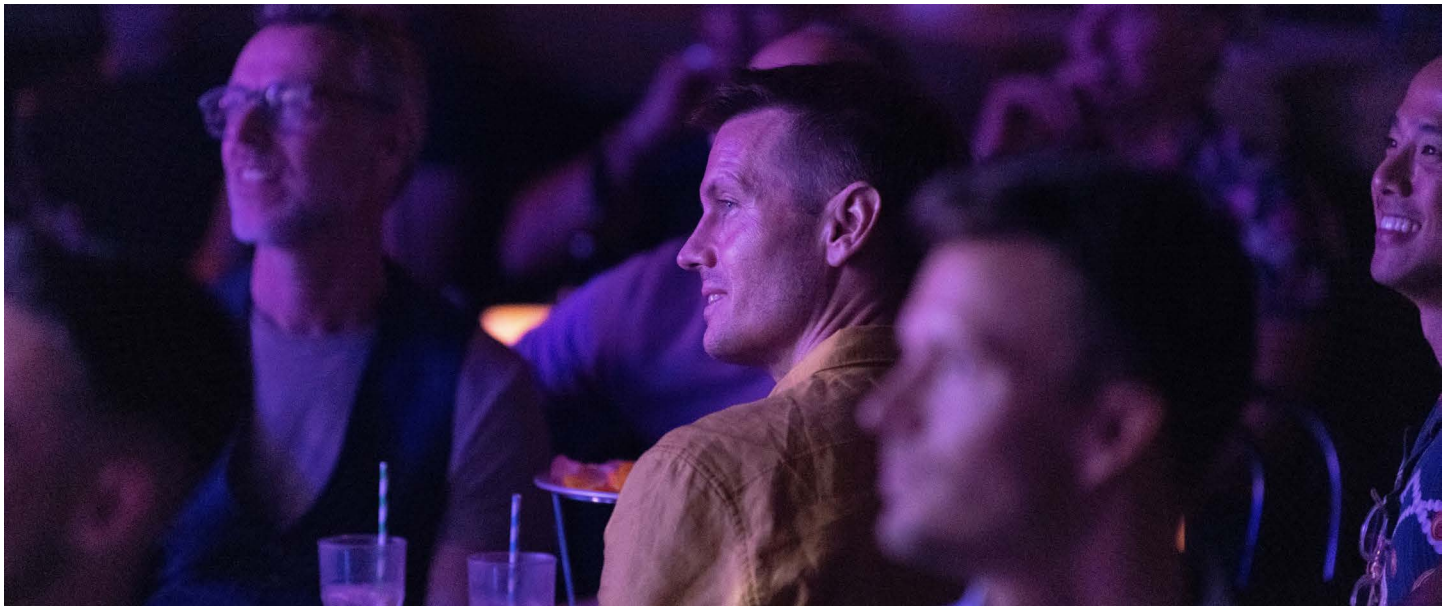
Requests for late submissions will be considered and approved at the sole discretion of the Department, considering the fairness to other applicants of allowing the application to be assessed. Applicants requesting late submissions are required to provide an explanation and evidence of unforeseeable circumstances or major disruption that has prevented the application from being submitted in time.

Support available to applicants

Applicants are encouraged to thoroughly read through the Program Guidelines (this document) and attend at least one of the scheduled Pre-application information sessions where you will also have the opportunity to ask questions.

For more information, please review the Live Performance Venue Grant Program Frequently Asked Questions (FAQs).

If you still have queries, please contact us at liveperformance@24houreconomy.nsw.gov.au



Regional and Sydney Metropolitan definitions

For this program, the allocation of grant funding between Regional and Sydney Metropolitan areas in NSW is determined by specific geographical definitions set by the Department. The Department reserves the right to amend this categorisation at its discretion.

The following areas of NSW are defined as Regional

Central Coast	Central Coast
Central West and Orana	Bathurst Regional, Blayney, Bogan, Cabonne, Coonamble, Cowra, Dubbo Regional, Forbes, Gilgandra, Lachlan, Lithgow, Mid-Western Regional, Narromine, Oberon, Orange, Parkes, Warren, Warrumbungle Shire and Weddin
Far West	Balranald, Bourke, Brewarrina, Broken Hill, Central Darling, Cobar, Walgett and Wentworth
Hunter	Cessnock, Dungog, Lake Macquarie, Maitland, MidCoast, Muswellbrook, Newcastle, Port Stephens, Singleton, Upper Hunter Shire
Illawarra-Shoalhaven	Kiama, Shellharbour, Shoalhaven, Wollongong
New England and North West	Armidale Regional, Glen Innes Severn, Gunnedah, Gwydir, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla and Walcha
North Coast	Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Kempsey, Kyogle, Lismore, Nambucca Valley, Port Macquarie-Hastings, Richmond Valley and Tweed
Riverina Murray	Albury, Berrigan, Bland, Carrathool, Coolamon, Cootamundra Gundagai, Edward River, Federation, Greater Hume, Griffith, Hay, Junee, Leeton, Lockhart, Murray River, Murrumbidgee, Narrandera, Snowy Valleys, Temora and Wagga Wagga
South East and Tablelands	Bega Valley, Eurobodalla, Goulburn Mulwaree, Hilltops, Queanbeyan Palerang, Snowy Monaro Regional, Upper Lachlan Shire, Wingecarribee and Yass Valley
Unincorporated	Unincorporated Far West, Lord Howe Island

The following areas of NSW are defined as Sydney Metropolitan

Inner	Bayside, Hunter's Hill, Inner West, Lane Cove, Mosman, North Sydney, Randwick, Sydney, Waverley, Willoughby, Woollahra
Outer	Blacktown, Burwood, Camden, Campbelltown, Canada Bay, Canterbury Bankstown, Cumberland, Fairfield, Georges River, The Hills, Hornsby, Ku-ring-gai, Liverpool, Northern Beaches, Parramatta, Penrith, Ryde, Strathfield, Sutherland
Surrounds	Blue Mountains, Hawkesbury, Wollondilly

Assessment process

Assessment of grant applications

The grant program is an open, competitive grant. This means that:

- An eligibility check of all applications will be completed by members of the Office of the 24-Hour Economy Commissioner, and Create NSW, who are familiar with the Live Performance Program:
  - the Department may contact and provide information from your application to other NSW Government departments, agencies and other sources such as a probity advisor to verify information provided, and to assist in the assessment process.
  - applications containing insufficient, incomplete or incorrect information may be deemed ineligible.
- Applications which meet the eligibility criteria will progress to assessment.
- Eligible applications will be assessed by two assessment panels. One panel will assess regional venue applications, and one will assess Sydney Metropolitan applications.
  - When application numbers are high, panels will be split into multiple assessment groups of at least 3 assessors.
- Each assessment panel will be comprised of a chair and a minimum of two additional assessors, supported by an external probity advisor. These panel members will be relevant senior representatives from NSW Government departments, such as Hospitality and Racing, the Office of the 24-Hour Economy Commissioner and Create NSW. The panel/s may seek advice from external experts if required.
- The panels will assess all eligible applications against the same assessment criteria as defined on page 9 of these Guidelines.
- Funding decisions will be based on the relative strength of each application across the assessment criteria and the availability of program funds within the relevant funding pool (Regional or Sydney Metropolitan).
- If the total funding for recommended applications in either category is less than the $1,250,000 funding pool, the difference may be used to fund applications from the other pool.
- Successful applications will be approved by the Executive Director, Data, Strategy and Coordination, 24-Hour Screen and Sound, in the Department of Creative Industries, Tourism, Hospitality and Sport based on written recommendations from the assessment panel.

The assessment process will be overseen by independent probity advisor, O'Connor Marsden.

Assessment process considerations

Applicants should note that:

- The NSW Government typically receives far more applications than it can support.
- If you are successful, your application may not be funded to the amount you requested.
- The Department's decision is final in all matters including:
  - application eligibility
  - the assessment outcome
  - the approval of the grant; and
  - the grant amount to be awarded.

The Department may, at its sole discretion, and at any stage of the application or assessment process, do all or any of the following:

- Request additional information from an applicant.
- Request applicants to provide clarification or additional information regarding the Eligibility Criteria
- Change the scope of the requirements of these guidelines.
- Vary, amend (including by replacement), or terminate the application process.
- Re-open an application after the closing date, provided it doesn't give the applicant an advantage over other applicants.
- Consider any non-conforming or late application.
- Request further advice and/or clarification from applicants during the assessment process.
- Conduct its own research into an applicant, or information relevant to an application.
- Consider other factors that may affect the decision to provide the grant including: whether there are any conflicts of interest, whether the applicant and any person associated with the applicant are fit and proper and whether there is any reputation risk associated with providing the grant.



Notification of application outcome

All applicants will be notified of their application outcome, in writing, by the end of November 2025.

If successful applicants are notified under embargo, they will not be permitted to publicise the outcome until the announcement has been made by the relevant Minister or by the Office of the 24-Hour Economy Commissioner.

Conditional approval

During the assessment process, the panel may recommend conditional funding be allocated under the application.

Feedback on applications

Unsuccessful applicants will have the opportunity to request feedback on their application by contacting liveperformance@24houreconomy.nsw.gov.au in the first instance.

Publication of grants information

In accordance with the requirements of the NSW Grants Administration Guide (March 2024), relevant information about the grants awarded will be made available on the NSW Government Grants and Funding Finder website within 45 calendar days of execution of a funding deed between the Department and a successful applicant.

All records in relation to this decision will be managed in accordance with the requirements of the *State Records Act 1998* (NSW) and the *Personal Information Protection Act 1998* (NSW) (PPIP Act).

Applicant project support

All successful applicants will have access to a series of workshops which will be scheduled throughout the project period. Specific dates and times will be communicated to successful applicants after funding deeds have been signed. These workshops will cover various aspects of running live performances, as well as support for completing grant documentation. While attendance at the workshops is not mandatory, it is highly encouraged, as they provide valuable information and resources that can enhance the success of a project. There is no cost to attend the workshops; they are provided as part of the support for the grant project.

Successful grant applications

Grant agreement

Successful applicants will be required to:

- enter into a Funding Deed with the Department within the timeframe specified in the notification of offer.
- start and complete funded activities by the dates specified within the Funding Deed and otherwise comply with the requirements of the Funding Deed.
- notify the Department in writing of any variations to the funded activities or budget, and complete a project variation request, and receive approval in writing from the Department for any changes, before proceeding.
- report on outputs and outcomes from project implementation through an agreed reporting schedule and acquit the project funds via project acquittals. Reporting requirements will be outlined in the Funding Deed.

Grant payment

Some applicants may be approved and offered partial or conditional funding where budget includes ineligible items, and as recommended by the grant assessment panel. All payments will be made after executing the Funding Deed, and on provision of a valid tax invoice, and all other required information.

Payment of performers

We encourage grant recipients to recognise the value of artists' work by paying each artist a minimum of $250 per performance. This promotes fair and equitable remuneration for musicians engaged at commercial events funded wholly or partly by NSW Government support, including solo performers, DJs and individual band members. Beyond supporting best practice, this minimum payment reflects the NSW Government's commitment to valuing music as a profession and strengthening the long-term sustainability of the music sector.

Payment schedules

To receive a payment, you will need to submit an invoice to the Department, together with the relevant milestone requirements.

Payments will be made in two stages:

- Payment 1 – expected by mid-January 2026, after all Milestone 1 requirements have been met.
- Payment 2 – expected from mid-July 2026, after all Milestone 3 requirements have been met.

Project and reporting milestones

Unless otherwise agreed, successful applicants will be subject to the following milestones:

Milestone 1 – by 11 January 2026

Signed funding deed and any requested documents submitted. We will ask for evidence of your OneMusic licence if you have it, an invoice for Payment 1, and any proof of any funding conditions being met.

Milestone 2 – by 31 March 2026

Quarterly check-in completed. For the check-in you will need to answer approximately 3 questions on your project status. We may also schedule a short check-in call with you.

Milestone 3 – by 31 August 2026

Progress report and supporting documentation submitted. Supporting documentation must include an update of progress against budget and project schedule, proof of expenditure to date, evidence of a OneMusic licence if not already provided, proof of any completed venue upgrade or equipment purchase and installation, and any marketing material published.

Milestone 4 – by 30 November 2026

Quarterly check-in completed. For the check-in you will need to answer approximately 3 questions on your project status. We may also schedule a short check-in call with you.

Milestone 5 – by 9 April 2027

Acquittal report and supporting documentation submitted. Supporting documentation should include a final income and expenditure statement and proof of purchases; marketing materials; proof of funding acknowledgement; proof of programming and performances; proof of any completed venue upgrade or equipment purchase and installation.

Milestone 6 – by 9 September 2027

Submission of 6-month follow-up progress report, providing a short summary of ongoing programming of live performances in your venue.

Milestone 7 – by 9 March 2028

Submission of 12-month follow-up progress report, providing a short summary of ongoing programming of live performances in your venue.



Acknowledgement

All recipients of NSW Government funding should acknowledge this financial support in accordance with the Funding Acknowledgement Guidelines for Recipients of NSW Government Rebates available at funding-acknowledgement-guidelines

You must seek our written consent prior to any significant public announcement, marketing, press announcements, or official launch in relation to the Program.

Non-personally identifiable information provided by applicants may be used by the Department or the NSW Government for media and communication purposes.

Variations

Projects will need to be delivered in line with the funding deed and project plan. Grant recipients will need to request any changes to approved projects in writing to the Department.

Initial requests will be received via email. Recipients may then be asked to provide additional details in a Variation form, submitted through the SmartyGrants portal.

Change requests will be assessed on their impact on the purpose, scope, timing and conditions of the approved project, and will only be allowed once agreed upon by all parties through a formal variation.

Significant changes e.g. requesting additional funds, or use of allocated funds for a different, unapproved purpose may be viewed as a request for a new grant. These changes will only be approved at the sole discretion of the Department.

Minor changes include requests such as:

- an extension-of-time request of a relatively short duration
- a minor change to scope that aligns with the approved purpose and does not involve the seeking of any additional funds.

If approved, information in the executed funding deed and on the NSW Government Grants and Funding Finder may be updated to reflect the project change.

Unspent funds

Evidence of costs incurred throughout the project will be requested, for validation, in the project acquittal report. Any allocated grant funds which remain unspent, or have been identified as ineligible costs, may need to be returned to the Department.

Evaluation

The Department will evaluate the Program to measure how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also interview you or ask you for more information to help us understand how the Program impacted your organisation and to evaluate how effective the Program was in achieving its outcomes.

We may contact your organisation for up to three years after you submit your final acquittal report under the Program for more information to assist with this evaluation.

Additional information and resources

Enquiries and feedback

Any enquiry you have about the assessment process or the outcome of your application for this Program should be sent to liveperformance@24houreconomy.nsw.gov.au

Complaint handling

Complaints concerning grant outcomes or the application process should be emailed to liveperformance@24houreconomy.nsw.gov.au

In the first instance, complaints will be reviewed by the Department. We will aim to resolve the complaint within 20 business days of receipt.

If you do not agree with the way the Department has handled your complaint, you may wish to contact the NSW Ombudsman. The NSW Ombudsman will not consider a complaint unless the matter has been first raised directly with the Department.

NSW Ombudsman
Level 24 , 580 George Street
Sydney NSW 2000

Phone: 1800 451 524

Probity

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

An independent probity advisor will be engaged as part of this Program to provide guidance to the Department on any issues concerning integrity, fairness and accountability that may arise throughout the application, assessment, and decision-making process. This will ensure decisions are made with integrity, fairness, and accountability, while delivering value for money for NSW.

Privacy

The Department treats your personal information according to the Department of Creative Industries, Tourism, Hospitality and Sport Privacy Management Plan available at privacy and the *Privacy and Personal Information Protection Act 1998.*

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 for the primary purpose for which it was collected unless an exemption applies.

The Department may also use or disclose information about Applicants and recipients under this Program for reporting purposes.

By submitting an application to the Program, Applicants consent to the Department sharing the information provided by Applicants with other NSW Government entities for purposes including government administration, to verify information provided, to assist in the assessment process, and research or service delivery.

As part of your application, you declare your ability to comply with the *Privacy and Personal Information Protection Act 1998* 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 that would breach your obligations under the Act.

Government Information (Public Access) Act 2009

Applicants should be aware that information in applications and all related correspondence, attachments and other documents may be made publicly available under the *Government Information (Public Access) Act 2009*. Information that is deemed to be commercially sensitive will be withheld.

The *Government Information (Public Access) Act 2009* makes government information accessible to the public by:

- requiring government agencies to make certain types of information freely available
- encouraging government agencies to release as much information as possible
- giving the public an enforceable right to make access applications for government information
- restricting access to information only when there is an overriding public interest against disclosure.

Confidential information

Other than information available in the public domain, you agree not to disclose to any person, other than the Department, any confidential information relating to the Program, grant application and/or agreement, without the Department's 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).

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

The Department will keep any information in connection with the funding deed confidential to the extent that it meets all of the three conditions below:

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

The Department will not be in breach of any confidentiality requirements if the information is disclosed to:

- application assessors and other NSW Government employees and contractors to help us manage the Program effectively
- employees and contractors of the Department so we can research, assess, monitor, and analyse our programs and activities
- employees and contractors of other NSW Government departments or agencies for any purposes, including government administration, to verify information provided, to assist in the assessment process, and 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 Secretary
- a House or a Committee of the NSW Parliament.

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



Review of the Guidelines

Review record

Date	Action	Version
August 2025	Guidelines published	1.0
June 2026	Updated Guidelines published	2.0

Version 2.0

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Users should take steps to independently verify the information in this publication and, where appropriate, seek professional advice. The assessment criteria are subject to change at any time at the sole discretion of the Department.

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24-Hour Economy