

# Frequently Asked Questions

## Go Global Export Program 2025-26

The purpose of this document is to provide answers to Frequently Asked Questions (FAQs) under the Trade and Investment Queensland (TIQ) Go Global Export Program 2025-26 (the Program). The information provided in this document is supplementary to the Program Guidelines, and the information in the Guidelines will always be the reference if there is a discrepancy.

The Program Guidelines and supplementary information can be found at [tiq.qld.gov.au/](http://tiq.qld.gov.au/)

This document will be updated when required, however if there is a question that isn't answered in this document, email the Grants Team at [grantsmanagement@tiq.qld.gov.au](mailto:grantsmanagement@tiq.qld.gov.au)

### Eligibility Criteria

#### What does “have a company address headquartered in Queensland” mean?

The applicant organisation must have a Queensland address as a principal place of business where the goods are produced and/or services are manufactured. This will be verified on the Australian Business Register.

#### Do I have to be registered for GST to apply?

Yes. To be eligible to apply applicant organisations must be registered for GST. This will be verified on the Australian Business Register.

#### Can I apply for the Program if I am currently receiving, or have previously received, grant funding from TIQ?

Applicant organisations are only eligible if they have acquitted all previous grants and if they have not received the New Market eCommerce Grant.

#### How do I meet pre-qualification requirements?

Through our consultation services, TIQ can support your business through its export journey including undertaking the pre-qualification requirements for this program.

As part of your pre-qualification for GGEP you will need to be certified as export ready. Our Client Managers are available to discuss your export readiness and, if appropriate, provide an export-ready certificate which will be uploaded as part of your application. Our Client Managers will also, based on the needs of your business, identify a range of options and solutions enabling you to progress your export journey.

Our Client Managers are experienced trade specialists who have the knowledge and ability to support your business in approaching the global marketplace.

If you are a new client, [you can book a call with us](#) to discuss your organisation and its export goals.

### Getting your buyer ‘checked’ as a buyer

Our Client Managers will undertake a buyer check which will be uploaded as part of your application. They can connect your business to our international offices to support you through the export journey internationally and assist with the resolution of potential trade issues in market.

## What is a small and medium-sized enterprise (SME), and how do I identify full-time equivalent (FTE) employees?

Small and medium-sized enterprise is defined as 200 or less full-time equivalent employees. Further definition of FTE can be found at [Fair Work Ombudsman](#).

## Do I have to be an existing business with export experience?

No. Applicant organisations must demonstrate two years trading history through the two most recent full financial statements (Profit and Loss, Balance Sheet and Cashflows for FY22-23 and FY23-24) and the interim financial statement if available and be pre-qualified by TIQ as currently exporting to other markets or pre-qualified as export ready.

## Can I apply for funding if the organisation is already receiving funding from other government programs related to this project?

No. If the proposed project is already receiving grant funding from any other government program, including federal, state or local government grants related to this project, the organisation is not eligible to apply. The organisation can apply for this funding if they have received unrelated funding, but this funding can't be used towards the project costs for the TIQ Go Global Export Program.

## What is a “matching cash contribution”?

Successful recipients are required to make a dollar-for-dollar contribution to the project. TIQ will assess whether this has occurred through the review of all expenditure and the provision of eligible invoices and matching receipts for all activities funded by the grant at the acquittal. (eg Recipients receive \$10,000 ex GST funding and must also contribute \$10,000 ex GST to the project. This means that a total of \$20,000 ex GST minimum in invoices and matching receipts must be submitted at the end of the project with the acquittal).

# Application Process

## How do I apply?

Applicants must read and understand the Program Guidelines before applying for a grant. Applications will only be accepted online. A sample application form and the link to apply can be found on the TIQ website at [tiq.qld.gov.au/XX](https://tiq.qld.gov.au/XX)

## How do I access SmartyGrants?

Applicants must set up a SmartyGrants account via the portal using the organisation name and an email address.

## When will applications open?

TIQ will publish opening and closing dates for the Program, and any other relevant information at [tiq.qld.gov.au/](https://tiq.qld.gov.au/) and at [grants.services.qld.gov.au](https://grants.services.qld.gov.au).

## What is the required documentation?

There are pre-qualification and financial documents required to be attached to an application. All required attachments are listed in the [Program Guidelines](#).

## Can I apply after the program has closed?

No. Late applications will not be accepted. **Applications close at 1pm** on the date of closure (**not** Close of Business or Midnight). Once the deadline has passed, the portal will be locked. Any unsubmitted applications will not be able to be progressed and will remain unsubmitted. Applicants are encouraged to submit applications prior to or early on the closing date to avoid issues.

## Why am I unable to answer questions in the application form?

The application form has eligibility requirements and conditional formatting built in. If an answer identifies the application as being ineligible, you should no longer proceed to completion.

If there are questions about eligibility, email the Grants Team at [grantsmanagement@tiq.qld.gov.au](mailto:grantsmanagement@tiq.qld.gov.au)

## Why am I getting a red error message when trying to submit?

The application form has validation requirements built in. If a question is labelled with an asterisk (\*) it is a required field. The red error message occurs when trying to submit identifies a required field has not been answered.

## What if I experience technical issues with the SmartyGrants portal?

The grant application portal is managed by SmartyGrants, an external service provider to TIQ. If you experience a technical issue with the portal, email the SmartyGrants Service Team via phone: +61 3 9320 6888 or via email - [service@smartygrants.com.au](mailto:service@smartygrants.com.au)

If a technical issue stops an applicant organisation being able to complete a submission, a report can be provided by SmartyGrants to support the claim, and a late application can be accepted when the issue is resolved.

## Proposed Projects

### What does “proposed project” mean?

The proposed project is the eligible activities undertaken, and associated eligible costs, to support overcoming a barrier to finalising a sale into a new international market (eg obtaining legal advice on contract negotiation, or support in obtaining accreditation for Good Manufacturing Practice).

### What does “new market” mean?

Market is, for the sake of this program, the importing country or territory, be it a previous export target or one that you have not exported to previously and wish to sell to. For this program, we will consider new regions within a country as a new market, as long as you identify the clear export barriers to entering that region as part of your application.

A new market is one that the applicant has not completed a business-to-business commercial sale to in any form within the previous five years (from 2020 onwards).

### How do I demonstrate a proposed export sale?

Refer to the Program Guidelines for a list of eligible documents. The applicant will have to provide signed evidence from the buyer indicating the status of the arrangement and identifying its proximity

to completion. The stronger the evidence provided, the stronger the likelihood of being funded is **(noting that not all applications will be funded)**.

A TIQ Client Manager can provide support around the verification of the status of the buyer.

Your application, including the details on Activities and Outcomes, should set out a clear plan for executing the proposed new sale in a new market and increasing customer uptake.

## What project expenditure is eligible under the Program?

The grant must be used for activities that support the objectives and intended outcomes of the Program. The grant is available to support eligible costs of finalising a B2B sale into a new market. More detail on eligible expenditure is listed in the Program Guidelines.

## What project expenditure is ineligible under the Program?

The grant and the matching cash contribution cannot be used by recipients to cover project expenses that do not support the objectives and intended outcomes of the Program. The grant is not intended to be attributed to everyday operations of running a business. More detail on ineligible expenditure is listed in the Program Guidelines.

## How do I provide a proposed budget?

The application form includes a proposed project budget table which asks for detailed expenditure. Applicants must make a 1:1 matched contribution for each eligible item that is equal to, or greater than the value of the grant funding sought. Applicants can only cover eligible costs with their cash contribution.

Applicants should clarify the cost of proposed activities with suppliers (such as obtaining general price information/quotes for the proposed activities) to ensure that anticipated costs are accurate. These quotes do not need to be submitted with the application, but the information should be used to complete the budget table. On the application form, applicants should provide as much detail as possible regarding the activities to be undertaken in the application, the supplier details and budget and input these details into the budget table. If your application for funding is successful, you will be required to report actual progress and achievements against the funded activities and outcomes contained in the application form and included in the Funding Agreement and provide an Export Success Form with the export values and jobs created. This is mandatory.

## Assessment, Outcomes and Notification

### Who assesses applications?

Eligible applications will be assessed by an independent panel. The Panel consists of a TIQ staff member with relevant experience, and external representatives with relevant experience.

### When will I know the outcome of my application?

All applicants will be advised of their outcome via email, outcomes take up to 6-8 weeks from application close date to determine.

### What are the requirements for accepting an offer of funding?

If successful, applicant organisations will have 10 business days from the Letter of Offer to sign and return the Financial Incentive Agreement. Full details of accepting funding are listed in the Program Guidelines.

## Can I request feedback if my application is unsuccessful?

Yes. If you are unsuccessful, you may seek feedback within 10 business days of being notified of the outcome. TIQ Client Managers can provide support for your export journey.

## Disclaimer

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