






+ Capability Statement

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+ Program administration solutions

Queensland Rural and Industry Development Authority

QRIDA, your proven delivery partner

Increasing community expectations are driving more intense scrutiny of public spending. Government agencies are under constant pressure to ensure public funds are being used appropriately. Having confidence in the people, systems and processes that govern the distribution of taxpayers' money is more important than ever.

Supported by 21 years experience administering government loans, grants, rebates and subsidies, QRIDA understands the unique requirements of government agencies and the responsibilities involved in delivering financial assistance programs.

QRIDA mitigates administration risk for agencies by ensuring delivery of programs to the highest governance, performance and accountability standards.

Queensland Treasury has endorsed QRIDA's credentials by appointing QRIDA as a preferred provider on the Queensland Government's grant management system and services panel.

To qualify for appointment, QRIDA's systems and services were assessed as:

- supporting best practice grant administration
- providing clear benefits to government users
- requiring minimal customisation
- reducing and simplifying business practices
- complying with legislation and policy requirements
- having the ability to adapt and change to restructures and strategic re-prioritisation.

How QRIDA delivers

Our delivery model has been developed through more than two decades of successfully administering government loans, grants and other financial assistance programs.

QRIDA uses proven project management principles and methodologies to ensure our administrations consistently deliver for our program owner clients.

Our end-to-end service delivery model comprises the stages outlined below:

QRIDA Delivery Model

| | |
|-----------------------------------|--|
| Initiation | Service level and service scope determined |
| | Service level agreement negotiated |
| Planning & Development | Fit for purpose processes, scheme guidelines, eligibility criteria & application processes designed (hardcopy and/or online processes available) |
| | Program 'opened' by public announcement |
| Implementation | Dedicated assessment team formed |
| | Program opens to applications |
| | Applications assessed and program monitored |
| | Communication with program owner maintained |
| Closure | Assessment finalised |
| | Final reporting and evaluation undertaken |
| | Any remaining funding settled |

What QRIDA can do for Government

QRIDA is a specialist administrator of government financial assistance programs including loans, grants, rebates and subsidies.

We administer programs for all levels of government throughout Australia.

Our services

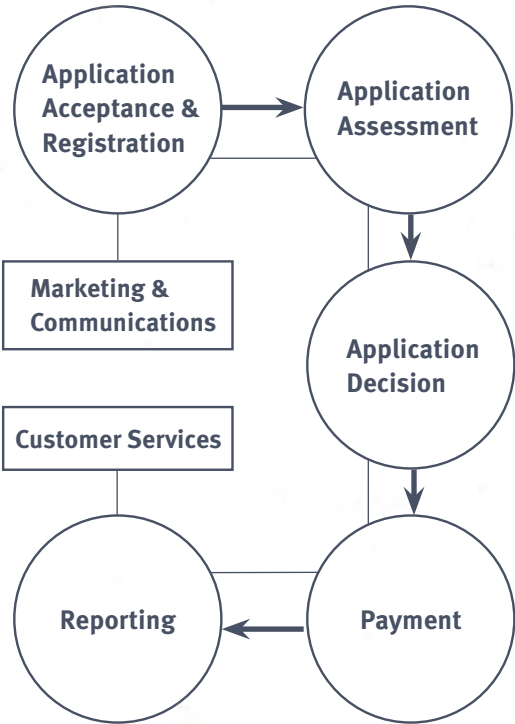
Application processing

QRIDA provides a broad, flexible and cost effective range of services to help government agencies deliver financial assistance programs to recognised best practice standards.

QRIDA's service offering comprises a flexible set of modules as outlined above.

Any combination of these modules can be used for full or partial application processing.

QRIDA can also custom design fit-for-purpose processes if required.



Marketing and communications

One of the biggest challenges for any assistance program is making sure the target audience are aware that help is available.

QRIDA's marketing unit can develop and implement marketing and brand management strategies to effectively promote your program to potential applicants.

The services we provide include design and development of forms, scheme guidelines, website promotion and media relations.

Customer service

QRIDA can provide full customer service support for financial assistance programs including:

- direct access call centre service staffed by experienced Customer Service Officers
- regional support in Queensland provided by a network of Regional Area Managers
- remote delivery of customer services through temporary offices

Consultancy and support services

QRIDA provides expert consultancy services drawing over twenty years of experience in delivering financial assistance programs and the use of recognised best practice models:

QRIDA can deliver:

- total or partial advisory solutions for the design and implementation of new programs
- existing programs audits and diagnostics
- advice on best practice in loan and grant administration
- due diligence and viability assessments
- drafting of process manuals.

Program portfolio snapshot

Below is a sample of the recent programs QRIDA has administered, showing our breadth of experience and the level of service provided for each program.

| Programs | Acceptance / Registration | Assessment | Decision | Payment | Reporting | Customer Service | Marketing / Comms | Consultancy Services |
|--|------------------------------|------------|----------|---------|-----------|---------------------|----------------------|-------------------------|
| Primary Industry Productivity Enhancement Scheme Product: Loans Sector: Primary Producers Jurisdiction: Queensland Government Year: Ongoing | ● | ● | ● | ● | ● | ● | ● | |
| Natural Disaster Relief & Recovery Arrangements Product: Loan and Grants Sector: Primary Producers, Small Businesses & Non-profit Organisations Jurisdiction: Australian & Queensland Governments Year: Ongoing | ● | ● | ● | ● | ● | ● | ● | |
| Farm Finance Concessional Loans Scheme (Queensland & Northern Territory) Product: Loans Sector: Primary Producers Jurisdiction: Australian Government Year: 2013 - 2015 | ● | ● | ● | ● | ● | ● | ● | |
| Drought Concessional Loans Scheme (Queensland & Northern Territory) Product: Loans Sector: Primary Producers Jurisdiction: Australian Government Year: 2014 - 2016 | ● | ● | ● | ● | ● | ● | ● | |
| Hendra Virus PPE Rebate Scheme Product: Rebates Sector: Equine Vets Jurisdiction: Queensland Government Year: 2012 - 2016 | ● | ● | ● | ● | ● | ● | | |
| Bovine Johne's Disease Assistance Scheme Product: Grants Sector: Queensland Cattle Industry Jurisdiction: Queensland Government Year: 2013 - 2015 | ● | ● | ● | ● | ● | ● | | |
| Net Free Fishing Zones Assistance Schemes Product: Grants Sector: Queensland Commercial Fishing Jurisdiction: Queensland Government Year: 2015 | ● | ● | ● | ● | ● | ● | | |
| Solar Hot Water Rebate Scheme Product: Rebates Sector: Residential Homeowners Jurisdiction: Queensland Government Year: 2010 - 2012 | ● | ● | ● | ● | ● | | | |
| Advice on the processes for assessing clearing applications under the Vegetation Management Act 1999 Product: Consultancy report with recommendations Sector: Rural and Regional Jurisdiction: Queensland Government Year: 2013 | | | | | | | | ● |
| Compilation of Procedure Manual - Farm Finance & Drought Concessional Loans Schemes (Western Australia) Product: Procedures Manual Sector: Rural & Regional Jurisdiction: Western Australian Government Year: 2014 | | | | | | | | ● |