

# Market Accelerator Program



**TIQ** TRADE + INVESTMENT  
QUEENSLAND



## Market Accelerator Program 2025-26 Frequently Asked Questions

TIQ Exporters



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## Market Accelerator Program 2025-26

The purpose of this document is to provide answers to Frequently Asked Questions (FAQs) under the Trade and Investment Queensland (TIQ) Market Accelerator 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 on the TIQ website.

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

The program provides matched funding of up to \$30,000 (excluding GST) to emerging, new-to-export/growing and experienced exporters to respond to global opportunities and expand into new export markets. The program is aimed at applicants experiencing growth who wish to accelerate their export journey.

#### What is the difference between “emerging” and “new-to-export and growing” and “experienced exporters”?

Emerging exporters are those who have never exported before.

New-to-export and growing exporters have exported previously but in limited quantities, markets or via only one method (such as limited Business-to-consumer e-commerce exports) and need support to continue their export journey.

Experienced exporters regularly export to one market or a variety of export markets and may export via both business-to-business and business-to-consumer methods.

#### 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. There may be mitigating circumstances (where a business has moved recently to Queensland and this is not yet on the ABR or where there's significant manufacturing, commercial or agricultural operations in Queensland) and TIQ may review these at our discretion.

#### 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?

Applicants are only eligible to apply if they have fully acquitted any TIQ grants or Study Queensland grants.

#### 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 program, 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.

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 199 or less full-time equivalent employees.

## **Do I have to be an established business?**

Yes. Applicant organisations must demonstrate two years of trading history through the two most recent full financial statements (**Profit and Loss, Balance Sheet for FY23-24 and FY24-25**).

Interim financial year statements (**FY 25-26**) should also be provided. The statements must show a **net profit for FY24-25 and FY 25-26**.

Applicants must also provide a current (dated 2026) bank statement showing sufficient funds to match the grant funding. If applying for a \$30,000 grant, the bank statement must show at least \$30,000.

## **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 program.

## **What is a "matching cash contribution"?**

Applicants are required to demonstrate that they can provide the matching cash contribution (the equivalent of the grant funding they are applying for) through the provision of a 2026 Bank Statement showing these funds are available at the time of application. Once approved 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. (e.g. Recipients receive \$30,000 ex GST funding and must also contribute \$30,000 ex GST to the project. This means that a total of \$60,000 ex GST minimum in invoices and matching receipts must be submitted at the end of the project with the acquittal). Recipients that fail to provide all eligible invoices and receipts at the end of the project sufficient to cover the first payment and matched contribution will be required to repay funding.

## What are eligible travel expenses?

Eligible travel expenses are airfares, accommodation, and transfers in-market to finalise a deal, installation, training, operations and maintenance or to cover expenses for entry cost and the cost of booth at a trade show. No other general expo or conference attendance expenses for general attendance are covered. Air travel is restricted to economy class. If you choose to travel in another class, you will need to provide an economy class quote for your airfare at the time of travel. Accommodation is capped at AUD\$250 per night. Travel is also limited to a maximum of two (2) staff members. Per Diems in market are an ineligible expense. **(All travel expenses are limited to 30% of the TIQ portion and 30% of the recipient portion. If the applicant receives \$30,000 ex GST, travel is capped at \$9,000 for the TIQ portion and \$9,000 for the recipient portion.)**

## 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. The link to apply can be found on the TIQ website. This is provided once an eligibility survey is completed. Please ensure that the application is as detailed as possible with all the required documentation before submitting.

### 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 on the TIQ website.

### 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 on the TIQ website. Please ensure that you review these required documents carefully and ensure they are submitted at the time of application. If documents are missing, your application may be ineligible for funding.

### Can I apply after the program has closed?

No. Late applications will not be accepted. Applications close at 1pm **(AEST)** 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 finalise a sale into a new international market (such as 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.

A new market is either -

- A country that the applicant has never exported to via B2B sales  
OR
- A country that the applicant has exported to via ad-hoc/incidental B2B sales (less than 20% of total annual sales since 2021)

For this program, we will consider new regions within a large geographic country as a new market. (These countries include USA, China).

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

Refer to the Program Guidelines on the TIQ website for a list of eligible documents. The applicant will have to provide 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 eligible activities that support the objectives and intended outcomes of the Program. The grant is available to provide financial support to manage the challenges associated with the complex export transactions.

### Can I submit expenses that were incurred just prior to the program launch?

Yes, recipients can submit expenses from six months prior to the launch date and for expenses incurred until the program ends. However, any expenditure on eligible project costs occurring prior to approval is at the applicant's own risk, as there is no guarantee that the application for funding will be successful. The grant is extremely competitive and there are only a limited number of successful recipients. Please consider this before incurring any costs.

This list is not exhaustive and applies to the grant funds and recipient matching cash contribution. Other costs may be eligible where TIQ decides that they do directly support the objectives and intended outcomes of the Program.

## **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 on the TIQ website.

## **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 must obtain draft quotes/general price information for proposed activities to ensure that anticipated costs are accurate. On the application form, applicants must 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 a signed Export Success Form with the export values and jobs created. This is mandatory.

Budget Examples:

- \$5,000 to professional advice on contract negotiation, IP protection, financial advice in the new market
- \$5,000 to redesign your product and/or packaging for market requirements
- \$5,000 to engage an in-market specialist to assist with business leads in market

## **How does this proposed budget in the application form link to the grant funding and what are my obligations if awarded funding?**

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.

The project must be completed within the 12-month timeframe (see Guidelines for more information). We will be contacting you regularly to check on the progress of your project and you must provide us with details on how this is progressing. If there are problems, we can consider market variations or other options at our discretion and if approved with appropriate evidence.

You must provide all the invoices and receipts to cover both the grant funding portion and your own matched contribution with the acquittal report at the end of the project. (Eg. \$30,000 ex GST funding – there must be invoices and receipts for the project that cover \$60,000 ex GST of expenditure or more).

If you have completed most of the project and spent most of the allocated grant funding and matched contribution, we will adjust the second payment accordingly.



If you did not start the project and did not spend the initial grant payment and your matched funding, you will be required to return the first grant payment (or the unused portion, noting the matched requirements for expenses).

All payments are subject to the completion of a signed export success form. You must provide a signed Export Success Form containing the export values and jobs created. This is a mandatory requirement of the grant funding and final payment will not occur until this is received.

You may be required to promote your projects and provide additional reporting or participate in other media opportunities. The Government may also publish details on your business name, funding amount and other details on Government websites or media releases. Please see the Guidelines for further information.

## **Assessment, outcomes and notification**

### **Who assesses applications?**

All eligible applications will be assessed against the criteria, in a merit-based approach, by a moderation panel comprising of representatives with relevant experience.

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

All applicants will be advised of their outcome via email within 12 weeks of the program close date.

### **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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