



Australian Government

Community
Grants Hub
Improving your grant experience



Volunteer Grants 2018

Frequently Asked Questions (FAQs)

1. How do I know if my application was successful?

All applicants were notified of the outcome of their application by email on 2 April 2019.

A list of successful applicants is available on the [Community Grants Hub \(the Hub\) website](#).

2. When will I receive funding?

It is anticipated that successful applicants will receive their Letter of Agreement from mid-April 2019. Applicants are required to accept the offer within 20 business days of receiving it. Payment will be processed when the Hub has received the signed and completed Letter of Agreement. Please allow up to 30 business days for the grant to be paid. A remittance advice will be sent to you when the payment has been made.

3. What do I need to do to accept the offer for funding?

A completed, signed copy of the Letter of Agreement is to be returned to the email or postal address provided. Email is the preferred method for returning signed agreements. Acceptances need to be returned to the Hub within 20 business days of receiving the Letter of Agreement.

4. The bank account details/contact person/address has changed since we submitted our application. How do we update these details?

A contact person nominated on the application form needs to email the Hub's Grant Support Team at support@communitygrants.gov.au and provide the new details. Changes cannot be accepted from persons not listed as a contact person on the application form.

5. We have had a change in our committee and contact details are now out of date. Do we have to update this information after we have received our money?

A contact person nominated on the application form needs to email the Hub's Grant Support Team at support@communitygrants.gov.au and provide details of the new contact and email details. Changes cannot be accepted from persons not listed as a contact person on the application form unless documented evidence is received such as formal minutes of the meeting at which the person was appointed.

6. How do I get feedback on my application?

General feedback to help organisations and community groups when applying for future funding, including the 2019 Volunteer Grants round, is available on the Hub's [website](#). Feedback includes information about the assessment process, the main strengths of successful applications, and areas where applications could be improved. Due to the number of applications received, the Hub cannot provide individual feedback to each organisation or community group.

7. Is there going to be another Volunteer Grants funding round?

The [Forecast Opportunity](#) for Volunteer Grants 2019 was published on GrantConnect on 2 April 2019 and is expected to open in the second half of 2019. New applicants and applicants that applied in the 2018 Volunteer Grants round are encouraged to apply. Department of Social Services grant opportunities can also be found on the [Community Grants Hub website](#) and [GrantConnect](#). Organisations and community groups can also [subscribe](#) to receive email alerts when new information on government grants and opportunities for funding is published.

8. Does the contact person nominated on the application form have to be the person who accepts and signs the Letter of Agreement?

No. However, the person accepting and signing the Letter of Agreement must have the appropriate authority to do so on behalf of the organisation or community group.

9. What if the contact person nominated on the application form does not have appropriate authority to accept the grant?

The contact person should forward the Letter of Agreement email to a person who does have the appropriate authority to accept on behalf of the organisation or community group.

10. We have to complete Business Activity Statements (BAS) for the Australian Taxation Office (ATO). How do we account for the grant?

It is recommended that the organisation or community group consult with its accountant/treasurer or call the ATO on 13 72 26 for advice.

11. Do we have to spend the grant by a certain date?

Yes. The full grant must be spent by 30 June 2020. Any funding that has not been spent by this date must be returned.

12. Since we lodged our application, our volunteer needs have changed. Can we change the item/s to be purchased?

Yes. You are able to purchase different item/s as long as it is listed as an eligible item. You do not need to seek approval from the Hub to do this. You may select alternative or additional items from the list at Appendix A of the [Grant Opportunity Guidelines](#). The items must be for your volunteers and purchased before 30 June 2020.

If you are unsure if the item/s you would like to purchase is eligible, please contact the Hub's Grant Support Team on 1800 020 283 (9.00am to 5.30pm AEST, Monday to Friday) or you can email support@communitygrants.gov.au.

13. Since we lodged our application, the cost of the item/s we want to purchase has reduced. Can we use the remaining grant money to purchase other eligible items?

Yes. You are able to purchase different item/s as long as it is listed as an eligible item from Appendix A of the [Grant Opportunity Guidelines](#). You do not need to seek approval from the Hub to do this. The items must be for your volunteers and purchased before 30 June 2020.



14. Do we have to return receipts as evidence of proof of purchase?

It is not necessary to send receipts to the Hub unless you are requested to do so. If you are asked to report on how you spent the money, the Hub will require you to provide proof of purchase and to allow the Australian Government's auditors to look at your records. The original receipts showing what you have bought are required as proof and must be kept for five years. The funded organisation or community group is responsible for keeping a complete set of records for this purpose. This includes receipts for fuel and transport costs if funding was provided for these. Please refer to the [Grant Opportunity Guidelines](#) for further information on acquittal of funding.

Checklist for accepting the Letter of Agreement

- I have read all the pages of the Letter of Agreement, including the Terms and Conditions.
- I have signed the Letter of Agreement as instructed and checked to make sure everything has been completed in full.
- I have returned all pages of the signed and dated complete Letter of Agreement via email, or have posted a copy to the address provided in the email within 20 business days of receiving the offer. Email is the preferred method of returning signed and completed agreements. Please reply to the email offering the agreement to your organisation.

Further information

If you have any further questions, please contact the Hub's Grant Support Team on 1800 020 283 (9.00am to 5.30pm AEST, Monday to Friday) or you can email support@communitygrants.gov.au.