



Australian Government

Community  
Grants Hub  
Improving your grant experience



# Volunteer Grants 2016

## Frequently Asked Questions (FAQs)

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### FAQs

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

A list of successful applicants can be found on the Community Grants Hub (the Hub's) [website](#). All applicants will also receive notification on the outcome of their application, in writing, either by email or post from late-April 2017.

**2. When will I receive funding?**

It is anticipated that successful applicants will receive their Letter of Offer from late April 2017. Applicants are required to accept the offer within 30 days of receiving it. Payment will be processed when the Hub has received the signed, completed Letter of Offer, as long as there are no issues. Please allow up to 30 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?**

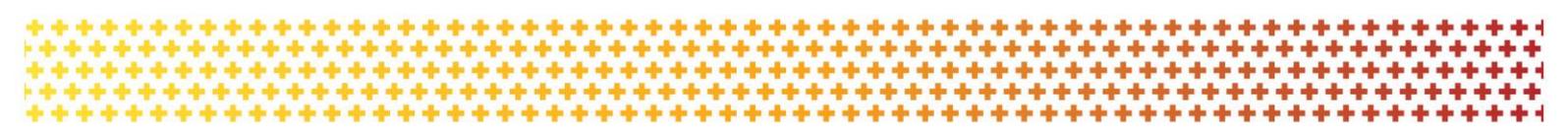
It is preferred that the Letter of Offer is returned via reply email, once completed and signed. This will allow the Hub to process the payment faster. Alternatively, a completed, signed copy of the Letter of Offer can be returned to the postal address provided in the email. Acceptances need to be undertaken within 30 days of receiving the Letter of Offer.

**4. The bank account details have changed since we submitted our application. How do we update the bank account details?**

A contact person nominated on the application form will need to email the Hub's Grant Support Team at [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au) and provide details of the new bank account. Changes cannot be accepted from persons not listed as a contact person on the application form.

**5. How do I get feedback on my application?**

Generic feedback to assist organisations and community groups when applying for future funding is available on the Hub's [website](#). Feedback includes easy to access 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 is not able to give separate feedback to each organisation or community group.



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

Information about future DSS funding opportunities can be found on the Hub's [website](#). Organisations and community groups can also [subscribe](#) to receive email alerts when new information on Government grants and opportunities for funding is published.

**7. Does the contact person nominated on the application form have to be the person who accepts and signs the Letter of Offer?**

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

**8. 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 Offer email to a person who does have the appropriate authority to accept on behalf of the organisation or community group.

**9. 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.

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

Yes. The full grant must be spent by 30 June 2018. Any funding that has not been spent by the due date must be returned.

**11. 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. Examples of eligible items and details about items that are not eligible can be found in the [Funding Round Summary](#).

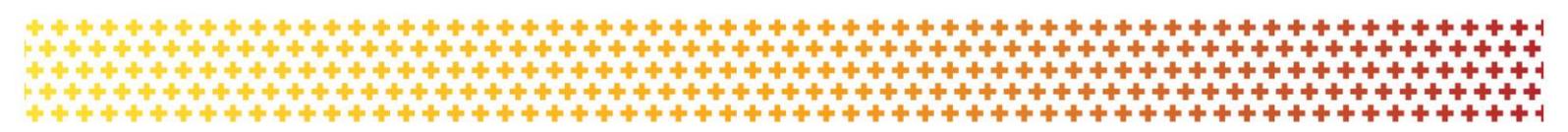
If you are unsure if the item/s you would like to purchase is eligible, please contact the Hub's Grant Support Team on 1800 020 283 (9am to 5pm Canberra/Sydney time, Monday to Friday), or you can email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

**12. 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. You do not need to seek approval from the Hub to do this. Examples of eligible items and details about items that are not eligible can be found in the [Funding Round Summary](#).

**13. 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 [Funding Round Summary](#) for further information on acquittal of funding.

### **Checklist for accepting the Letter of Offer**

- I have read all the pages of the Letter of Offer, including the Terms and Conditions.
- I have signed the Letter of Offer as instructed and have checked to make sure everything has been completed in full.
- I have returned the signed, completed Letter of Offer via reply email, or have posted a copy to the address provided in the email within 30 days of receiving the offer.

### **Further Information**

If you have any further questions, please contact the Hub's Grant Support Team on 1800 020 283 (9am to 5pm Canberra/Sydney time, Monday to Friday), or you can email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).