



Information, Linkages and Capacity Building (ILC): Economic and Community Participation Program Social and Community Participation grant opportunity 2020–21

# Application form guide

#### This guide covers:

- the Social and Community Participation grant opportunity
- what to do before making an application
- completing an online grant application form
- getting help with your application.



## Before you fill out the application form

#### Find the application form and grant opportunity pack

The application form and grant opportunity pack is online on the Community Grants Hub website.

The grant opportunity application pack includes:

- Grant Opportunity Guidelines
- Easy Read Version of the Grant Opportunity Guidelines
- Questions and Answers
- Sample Commonwealth Simple Grant Agreement
- Sample Commonwealth Simple Grant Supplementary Terms
- Application Form Guide (this document).

#### **Read the Grant Opportunity Guidelines**

Before preparing and submitting an application you should read all the information in the Social and Community Participation Grant Opportunity Guidelines 2020–21. This document is known as the Grant Opportunity Guidelines. It contains all the information you need to complete your grant application. The Grant Opportunity Guidelines set out:

- the purpose of the Information, Linkages and Capacity Building program and the Social and Community Participation grant opportunity
- the eligibility and assessment criteria for your application
- how your grant application will be assessed for selection
- how you will be notified of the outcome
- how successful applicants receive grant payments and are monitored and evaluated
- roles and responsibilities for the grant opportunity
- expected timeframes for this grant opportunity.

A copy of the Grant Opportunity Guidelines is available on line on the <u>GrantConnect</u> and <u>Community Grants Hub</u> websites.

#### Assess if your organisation is eligible to apply for this grant opportunity

Before starting your application you should assess if your organisation is eligible to apply. You should consider:

- whether your organisation is an eligible legal entity as defined in section 4.1 of the Grant Opportunity Guidelines
- if you should form a consortium with other organisations to deliver your project.



#### Develop your project and activities

In developing your project/activity you should consider whether:

- Your organisation has the experience and skills to deliver the project/activity to ensure successful delivery.
- Your project/activity budget reflects the scale of your project/activity, the number of people with disability who will benefit, and your organisation's experience, abilities and capacity.
- People with disability will be employed to deliver your project/activity.
- You have a strong focus on measuring outcomes.

#### Assess if your project activities are eligible for funding

Before filling in your application form you should assess if your project/activity can be funded under this grant opportunity. You should assess if your proposed project/activity is:

- in line with the eligible grant activities listed in section 5.1 of the Grant Opportunity Guidelines
- eligible for funding as listed in section 5.2 of the Grant Opportunity Guidelines
- is not eligible for funding as listed in section 5.3 of the Grant Opportunity Guidelines.

### Consider your project budget

Before starting your application you should consider how much funding your project requires. You will be required to provide this information in your online application form in the project budget table provided. You will need to consider whether you are applying for a small grant or a large grant:

- Small Grant: \$20,000 to \$50,000 (GST exclusive) for organisations working at a place-based level (for example, a defined geographical area within a state or territory)
- Large Grant: \$100,000 to \$350,000 (GST exclusive) for organisations seeking to impact broader systemic change or create large scale opportunities for community inclusion state and territory wide, across multiple states and territories or nationally.

#### Determine which assessment criterion you must prepare a response to

If you apply for a Small Grant you must respond to assessment criteria 1 and 2. If you are applying for a large grant you will need to respond to assessment criteria1, 2 and 3. The assessment criteria can be found in section 6 of the Grant Opportunity Guidelines.



#### Prepare your response to the relevant assessment criterion

In preparing your response to the relevant assessment criteria you should:

- Address all aspects of the assessment criteria, this includes the questions listed under each criteria.
- Demonstrate the need for your project/activity by providing relevant, reliable and current evidence of the need in your community and/or region.
- Demonstrate how your project/activity will address the need you identified in your community for people with disability.
- Explain how your project/activity will be effective in delivering social and community participation outcomes for your target disability group and/or region.
- Explain why a Social and Community Participation grant is the most appropriate funding source for your project/activity, including why your project/activity could not be funded through other Commonwealth, state, territory or local government bodies.
- Explain your connection to the people, community and location you are targeting.
- Explain how people with disability will be central to the design and delivery of your project/activity and your commitment to employing people with disability.
- Describe your partnerships and explain the role of other organisations in delivering your project/activity.

## Things to know about the application form

#### What is in the application form?

To complete your application form you must:

- Answer questions by selecting checkboxes or writing responses to questions in 'fields'.
- Provide details about your organisation.
- Write a response to relevant assessment criteria for this grant opportunity.
- Upload any requested documents.

When completing the online application form, you must provide a response in all the required fields. Mandatory fields are marked with an asterisk symbol (\*).



#### Application form word and character limit fields

The application form includes fields for you to provide a written response. There is a character or word count limit in these fields. These limits are stated in the application form under each field.

Please check the character and word limit for each of these fields. Please note you cannot exceed these character limits.

Please read the instructions under each question to see if the field also has limits on the characters you may use. If you use additional characters in these fields you may corrupt your data.

#### **Attachments**

You may be required to upload attachments depending on your answers to some fields in the application form. You may upload a maximum of five attachments. The maximum size per attachment is 2MB.

You should only upload required documents. Attachments that are not required, such as annual reports, will not be considered.

## Application form fields

#### Submission reference

Please provide your email address in this field. You are required to confirm your email as well. A copy of your submission reference ID will be sent to this email address.

#### Use of information field

This question asks you to agree to the Community Grants Hub sharing your information with other agencies. This will assist to:

- publish the details of organisations that receive grants
- identify risks and issues for grant agreements
- prevent and detect fraud.

You can only apply if you agree to the use of your information as stated in this application question. Select the checkbox 'I agree'.



# Existing grant recipient

#### **Existing grant recipient field**

This question asks you to advise if you have received a previous grant through the Community Grants Hub. Please note this includes through other government departments that use the Community Grants Hub to administer grants.

You must select either the 'Yes' or 'No' checkbox. If you select 'Yes' you will be asked to enter your organisation ID number.

If your organisation has received a previous grant through the Community Grants Hub, you will have an organisation ID number. You can find this number on your previous grant agreement.

#### Organisation ID field

If you select 'Yes' for the existing grant recipient field you are required to enter your organisation ID number in this field. Once you have entered your organisation ID please click the 'Verify number' button. This will bring up your organisation details. If something goes wrong please call the Community Grants Hub on 1800 020 283 (option 1).

Tip: Copy and paste the organisation ID number from your grant agreement to avoid errors.

#### If you do not have an organisation ID number

If you have not received a previous grant through the Community Grants Hub your organisation will not have an organisation ID number and will need to provide your details.

#### **ABN** field

This is an Australian Business Register number (ABN). You must tell us if you have an ABN. You must also tell us if you don't have an ABN.

If you have an ABN, you will be asked to enter and validate your ABN details in the application form. Click the 'Validate ABN' button. If applicable to you, also enter the ABN Branch Number for the Trustee's ABN. Please do not include spaces when entering your ABN.

If your ABN details are incorrect or out of date, please update them at the Australian Business Register website. Please update these details before you validate them on the grant application form.

For further details about an ABN refer here.



#### Updates required for applicant's details field

Please select either the 'Yes' or 'No' checkbox for this field.

If any of your organisation's details are incorrect after validating your ABN please contact your Funding Arrangement Manager to update. If you do not have a Funding Arrangement Manager please contact the Community Grants Hub helpdesk by phone 1800 020 283 or by email at <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>.

#### Statement of supplier field

If you are not registered for GST and do not have an ABN you will be asked to provide a statement of supplier for this grant opportunity. Please note this may take some time so please arrange early.

Further information about a statement by a supplier is available on the ATO website.

#### **ACN/ARBN** field

You must enter your Australian Company Number (ACN) or Australian Registered Body Number (ARBN) and your legal registered entity name (this is the business name of your organisation). Click on the 'Validate ACN' button.

#### Other incorporation number fields

You will be asked if you have any other types of incorporation number. You must select either the 'Yes' or 'No' checkbox.

If yes, you must also provide your organisation's relevant details, including:

- registration number which is a form of an incorporated number for a cooperative
- Indigenous Corporation Number (ICN)
- Incorporated Association Number (IAN).

#### The registered business address and main contact details field

In this field you must provide the full registered address of your organisation. For example, 'Level 1 Main Building 220 Business Street Canberra City ACT 2601'.

To validate your organisation's registered business address, click the 'Validate' button and select the address from the text box below. Once selected, the address will validate.

Please do not use a PO Box address in this field. You must attempt to validate your address at least once. If you are unable to validate please select the 'unable to validate' checkbox to continue.

You will need to provide your organisation's main telephone number and email address in these fields. You should also provide your organisation's website address.



#### Postal address field

Please provide the full postal address of your organisation. For example, 'Level 1 Main Building 220 Business Street Canberra City ACT 2601'.

You can click the checkbox 'Same as business address above' if your postal address is the same as your registered business address.

#### Legal entity name of your organisation field

You must tell us your legally registered entity name. This is your organisation's name on the Australian Business Register.

If you have a registered business name, you can select this in the 'Legal/registered business name' field.

If you have not registered your business name, you must select either 'Same as Legal Entity' or 'Other' in the 'registered business name' field.

If you select 'Other', you will be asked to provide your registered business name in another field in the application form. You must respond to this question.

For a consortium application, this is the legal entity name of the lead consortia organisation.

#### Financial email address field

You must provide your organisation's financial email address in this field.

We will use this email address to send you the receipt of payment advice if you are successful in receiving a grant. It will also be used to provide recipient created tax invoices. The email address must be in a valid format without spaces, for example, example@business.com.au.

#### Not-for-profit field?

This field asks you to tell us if your company operates as a not-for-profit business. You must select either the 'Yes' or 'No' checkbox.



## **Eligibility Requirements**

#### Legal entity type field

Please select your organisation's eligible entity type from the dropdown box provided in this field.

Not all organisations will be eligible to apply for this grant opportunity.

You will also be asked if you are able to upload a document/s to support the legal entity type you choose for your organisation. Please select either the 'Yes' or 'No' checkbox.

If you select 'Yes' you will be asked to upload the document/s. You may only upload a maximum of two documents for this question. If you select 'No' you will still be able to continue with the application.

#### **Small or Large Grant field**

This field asks you to select whether you are applying for a Small Grant or a Large Grant. You will need to select the relevant checkbox to continue. Please keep in mind the following:

- Small Grant: \$20,000 to \$50,000 (GST exclusive) for organisations working at a place-based level (for example, a defined geographical area within a state or territory)
- Large Grant: \$100,000 to \$350,000 (GST exclusive) for organisations seeking to impact broader systemic change or create large scale opportunities for community inclusion state and territory wide, across multiple states and territories or nationally, this may include up-scaling of a previous, or current successful, project/s.

#### ILC priority cohort/s field

If your proposed project/activity is directed at one of the ILC priority cohorts you will need to select the checkbox for each cohort that applies to your application. You may select multiple checkboxes. If your project or activities are not directly targeted at a specific cohort select the checkbox 'Our project is not targeted towards an ILC priority cohort' and continue through to the next question.

#### Projects targeted towards communities living in remote/very remote areas

If your proposed project/activity is targeted towards communities living in remote/very remote areas you will need to provide specific evidence of this.

Your evidence needs to refer to the 2019 Modified Monash Model (MMM) data set and point to a location within the relevant MMM 6-7 boundaries. By indicating your activities will be in any of these boundaries, you are agreeing you understand the 2019 MMM areas and boundaries.



The Department of Health website hosts an interactive mapping of the <u>Modified Monash Model</u> <u>boundaries (2019)</u>.

To search for your MMM boundaries, use the 'Classification Filter' on the left hand side

- Select the Modified Monash Model by checking the 2019 checkbox.
- Enter the address of your location into the find address field.
- Then search location.

A pinpoint will display on the map to indicate the address that you entered, below this will display the Modified Monash Model in which your project is located. For example, MM 6 (2019).

If applicable, provide the details of where your project is located.

Single project location: Please provide in the following format suburb, state, postcode, for example, Cubba NSW 2835.

Multiple project locations: If your project is located in multiple locations provide the locations separated by a dash (-) for example Cubba NSW 2835 - Tefler WA 6762 - Creswell NT 0852

Nationally delivered projects: national coverage.

#### Are you a Registered Provider of Support field

Please tell us if your organisation is a Registered Provider of Support by selecting either the 'Yes' or 'No' checkbox.

A Registered Provider of Support is an individual or organisation delivering a support or a product to a participant of the National Disability Insurance Scheme.

You do not have to be a Registered Provider of Support to apply for this grant opportunity.

#### Type of social and community participation activities field

This field asks you to select the relevant checkbox for the type of social and community participation project/activity you are applying for.

You must select from one of the following:

- Support for community organisations to be inclusive of people with disability, their families and carers
- Support to improve community access for people with disability, their families and carers.
- Response to (or recovery from) COVID-19 restrictions and/or recent natural disasters.

If you would like examples of the types of activities funded under each of these categories to help you answer this question please refer to section 5.1 of the Grant Opportunity Guidelines. You may select multiple checkboxes in this field.



### Select the disability cohort for your project field

In this field please select which disability cohort your project proposes to target. You must select either:

- all disability types checkbox or
- select disability cohorts from the following list by selecting the checkboxes:
  - Autism
  - Intellectual disability
  - Psychosocial disability
  - Cerebral Palsy
  - o Other neurological
  - Developmental delay
  - Other physical
  - Hearing impairment
  - Acquired Brain Injury (ABI)
  - Visual impairment
  - Multiple Sclerosis
  - Global Developmental Delay
  - Stroke
  - Spinal Cord Injury
  - Other sensory/speech
  - o Other.

If you select 'Other' disability from the primary disability groups you will be asked to provide a brief description of the disability cohort your project proposes to target in a free text box. Please select the 'Yes' checkbox for the free text box to appear.

#### Child safety statement field

This field asks you to agree to the child safety statement provided in the application form. Please select the most appropriate response for your organisation by selecting the checkbox.

## Governance

#### Relevant persons field

In this field you are required to advise us if any senior official or person to be involved in delivering your proposed project or activity has been involved in any of the events listed in the application form. Please select the checkbox for each relevant event. If an event is selected, you will be asked to provide the relevant person's name, their position and a brief description of the event in a free textbox.



Please note you may be contacted to provide further information or documentation in relation to these events.

If none of the events apply please select the checkbox for 'none of the above apply and there is no adverse information on any relevant person associated with this entity'.

#### Reportable events field

Please select the appropriate boxes that relate to any event which your entity may have been subject to in the last five years. Select the checkbox against each relevant event for your organisation. You may select multiple events.

If none of the events apply please select the checkbox for 'none of the above events apply and there is no adverse information on my entity'.

#### **Organisational documents**

This field asks whether your organisation has internal documents such as organisational and financial policies and procedures. Please select either the 'Yes' or 'No' checkboxes for each of the documents listed. Please note if you select 'Yes' you may be requested to provide copies of the documentation within 7 days.

You will still be able to continue with your application if you select 'No' to all of the listed documents.

# Project/Activity details

#### Project/Activity title

Please provide a short title for your project/activity in this field. There is a 250 character limit in this field. If you are successful this title may be published for reporting purposes.

#### Provide a brief summary of the activities you plan to deliver field

Please write a clear short summary of your project/activity. There is a 1,000 character limit in this field. This is about 150 words. Your project/activity summary may be used as part of our application review. If you are successful, this project/activity summary may be published for reporting or grant agreement purposes. You should provide greater details about your project/activity in your responses to the assessment criteria.



Your project summary should be:

- easy to understand
- written in plain English
- a stand-alone summary of your project or an explanation of how you will provide the services outlined in the Grant Opportunity Guidelines.

In your summary you may consider including the following information:

- what activities your project will deliver
- why the project/activity is important
- how people with disability will benefit
- what will be achieved for people with disability.

Your summary should avoid using:

- technical terms
- acronyms
- jargon.

#### Service area(s) where you propose to deliver your project field

Please select the location/s where your project/activity is proposed to be delivered.

Please click the 'Service Area Type' box, the option for state/territory will appear from the dropdown box please select to continue.

Please select the relevant state or territory and click the 'Add' symbol. This will insert your chosen area into the 'List of chosen coverage area(s)' field. Repeat to choose more than one area.

If you are delivering a national project please select all states and territories individually.

The following commands may be useful:

- Use Shift+Left-Click to select a group of areas to add at one time.
- Use Ctrl+Left-Click to select a range of alternating values and click the 'Add' symbol.
- Use the 'Minus' symbol" to delete any selected areas not required.

#### Number of people with disability to be supported field

In this field please provide an estimate of the number of people with disability your project/activity will assist.

#### How many people will be employed field

In this field please tell us how many people you estimate will be employed if you are successful in receiving a grant. This is the number of people you estimate will be employed in your proposed project/activity.



#### How many people with disability will be employed field

In this field please tell us how many people with disability will be employed if you are successful in receiving a grant. This is the number of people with disability you estimate will be employed in the project/activity.

#### Age cohort for your project field

In this field please select the age cohort of the people with disability your project/activity is targeting. You may select multiple cohorts. If your project/activity is for all age cohorts, please select all the checkboxes.

## **Financials**

# Breakdown of funding by chosen service area/s for social and community participation activities field

This field requests a breakdown of your requested funding by your chosen service area(s).

There is a row of information for you to complete for each chosen service area. You must provide the total funding for the project/activity in that service area. The application form will automatically provide an approximate percentage of the total funding for the project/activity by service area based on the funding split you provide.

Please note if you are applying for a small grant you will only be able to enter amounts that equal between \$20,000 and \$50,000. If you are applying for a large grant you will only be able to enter amounts that equal between \$100,000 and \$350,000.

Please enter only whole dollar amounts, with no decimal places.

#### Bank account details field

In this field please provide us with the bank details you would like the grant funding sent to should you be successful in your application. This is a mandatory field.

For your nominated bank account please provide the:

- BSB number
- account number
- account name.



#### **Activity budget field**

This field requests an indicative project budget for your application. Please note the total sum of the line items must match the total amount of funding you are applying for. The budget amount cannot exceed the small and large grant thresholds.

You may include up to a maximum of 10 items from the following budget items:

- staff salaries and on-costs
  - these are direct costs in delivering the project/activity, including staff salaries, insurance, short-term engagement of external consultants for skill development and accounting and auditing
- operating expenses
  - these are direct administration costs for the project/activity including costs such as facility hire, rental and utilities
- general office expenses
  - these are direct project/activity costs for telephone, stationery, technology, consumables etc
- travel
  - these are direct project/activity travel costs (excluding overseas travel)
- accommodation
  - these are direct accommodation for delivering the project/activity
- access needs
  - these are costs attributed to access needs that are directly attributable to delivering the project/activity
- venue hire
  - these are project/activity cost for temporary venue hire
- catering
  - these are project/activity catering costs
- evaluation
  - o these are project/activity monitoring and evaluation costs.

Please select the 'Add Row' button to include additional lines in the budget table. You will need to describe the budget item and provide an amount for each line. You can delete a line by selecting the 'X' button at the end of the row. Please note you must provide at least one row in the budget table.

## Financial ratio analysis

#### Financial statements field

This field will be visible if you apply for a large grant. You must answer this question.



You will be asked if you have provided your most current end of financial year statements to the Australian Charities and Not-for-Profit Commission (ACNC). You must respond 'Yes' or 'No' by clicking the relevant button.

If you answer "No" you will be requested to upload your most recent set of year-end and audited financial statements for the 2019–20 financial year. There is a file size limit. You may attach a single document up to 2MB in size. You will have the option to add a second attachment of 2MB if required.

If you are unable to provide your most recent set of year-end and audited financial statements you must provide your reason in the 'Reason for no Financial Statement' field. There is a 1,000 character limit or approximately 150 word limit for this field.

### Assessment criteria

#### **Assessment criteria questions**

Your application will be assessed on your response to each relevant assessment criterion. You should provide a written response to all aspects or questions listed under each criterion.

All applications must respond to criterion 1 and criterion 2. If you are applying for a large grant you will also need to respond to criterion 3.

# Criterion 1 – Need and suitability of the proposed social and community participation activities and why these are needed in the proposed locations

In your written response to criterion 1 you are asked to describe the social and community participation project/activity to be delivered and why this is needed in the proposed location(s). Your written response should cover:

- What will be done
  - Describe what project/activity you plan to deliver
- Who your project/activity will assist
  - Clearly describe the people that the project/activity is expected to support
- Where your project/activity will be delivered and why those areas
  - Describe where your project will be delivered. You should also explain why your project/activity is needed in this area.

# Criterion 2 – Outcomes expected from the social and community participation activities and how they will improve the participation of people with disability in the community

In your written response to criterion 2 you are asked to:

 Describe how your proposed project/activity will achieve outcomes and result in people with disability being able to participate and contribute in the community.



- Provide supporting evidence of the current capacity and opportunities for your target disability group and how you will monitor and evaluate the progress and success of your project/activity.
- Explain how the project/activity outcomes will be made sustainable beyond the life of the grant agreement.

# Criterion 3 – Experience and capability in successfully implementing, managing and delivering social and community participation activities

You are only required to respond to criterion 3 if you are applying for a large grant. Criterion 3 asks you to describe how your proposed project activities will be implemented and managed.

Your response should describe:

- how your organisation will engage people with disability in planning and delivering your project/activity
- the number of people with disability that will be employed in the project/activity
- the role of your board/committee in overseeing the project/activity
- the management structure for delivering the project/activity and how the project/activity will be implemented
- your project partners or collaborations with other organisations in the project/activity.

## Additional information

#### Consortium arrangements

You may decide your project is best achieved through a consortium arrangement with other organisations. For a consortia application, you must appoint a lead organisation as the applicant. The lead applicant will be the applicant who submits the application.

### Consortium lead organisation detail fields

This field asks whether you plan to deliver your project or activity as part of a consortium arrangement. Please select either the 'Yes' or 'No' checkbox relevant to your application.



If you select 'Yes' the consortia lead organisation will be required to provide the following information for each consortium organisation member:

- the legal name of the consortium member organisation
- the consortium member's ABN.

If there are more than 20 consortium members, the lead organisation must provide the same details as the first 20 members. You will be asked to upload a document with this information in it.

If successful, the lead organisation will be offered the grant agreement and be liable for meeting all terms and conditions. This includes monitoring, management, financial performance, service outcomes and insurance coverage. The lead organisation should obtain agreement from consortium members before submitting an application.

## **Applicant contacts**

#### Contact details field

Please enter details for the preferred contact for your application in the text boxes provided. The contact person must have authority to act on behalf of the organisation in relation to this application. You will also need to provide contact details for an alternate authorised contact person. All fields are mandatory under this section of the application. You cannot enter the same details for the preferred contact and alternate contact.

## **Declarations**

#### Conflicts of interest field

In this field you are asked to identify any conflicts of interest that may occur related to or from submitting this application. Please select the appropriate 'Yes' or 'No' checkbox to continue.

If you select the 'Yes' checkbox a free text box will be provided for you to describe the conflicts of interest. These are both mandatory fields.



#### **Declaration**

Please read the declaration provided in the application form and agree to both statements by selecting each of the checkboxes. Please note agreeing to this declaration is mandatory and must be completed to submit your application form.

You will also need to provide the full name of the authorised officer, their position and the date the application form was completed. The authorised officer is the person in your organisation with the authority to sign grant documentation. The full name and position can be typed in to the free text boxes provided. The third text box is for the date you are completing the application. Please click the calendar to the right hand side of the box to select the date.

#### Estimate time taken to complete application form

Please estimate the time it has taken you to complete the application form and provide the breakdown of hours and minutes in the free text provided. Please consider:

- actual time spent reading the guidelines, instructions and questions
- time spent by all employees in collecting and providing the information and
- time spent completing all questions in the application form.

# Submitting your application form

#### How to submit your application

You must submit your application electronically anytime between Wednesday 28 October 2020 and 11.00 PM AEDT on Tuesday 8 December 2020. Once you have completed all relevant fields in the application form please select the 'Submit' button to finalise your application.

#### Keep your receipt

You will get a message on your screen with your Submission Reference ID when you submit your application. You will also get an email sent to you. Please save the email receipt to use in all future correspondence about your application.



#### Late applications

If you submit your application form after 11.00 PM AEDT on Tuesday 8 December 2020 it will be considered a late application. You will be asked to provide a detailed explanation of the exceptional circumstances that prevented your application being submitted before the closing time and date. You may need to provide supporting evidence of these circumstances.

Exceptional circumstances will be considered on their merits and in accordance with probity principles. More information is provided in section 7.4 of the Grant Opportunity Guidelines.

You will need to submit a Late Application Request form located on the <u>Community Grants Hub</u> website and submit to <u>support@communitygrants.gov.au</u>.

A decision by the Department of Social Services is final and cannot be appealed.

#### For further assistance

If you need help using or submitting your application you can contact the Community Grants Hub by phone on 1800 020 283 (option 1) or by email at <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>.