

General Questions

Q What is FRRR's Grants Gateway?

A FRRR's Grants Gateway is a web-based platform that will replace our current emailed application process, and will be rolled out across all our programs over the next 4-6 months, as grant programs open.

Q How will it work?

A Information about grants will be on FRRR's website, as usual. You need to review the guidelines carefully to ensure that your organisation is eligible. If you are eligible, then go to FRRR's Grants Gateway using the link provided on the website, and start the application process. Note, the link will be different for each program. For some programs, you'll still have to call the Program Manager to discuss your idea, before being able to access the application form.

To apply, you will need to have an account for your organisation / community group. We recommend that you create one login for your organisation / community group, so you can see your grants history, and so that even if office bearers change, you have access to all the information. Once you access the site, you will be able to download a copy of the questions so you can see what information is required for each application.

If your organisation / community group doesn't have its own email and typically uses Committee Members' email accounts, we suggest that you set up a new email account in Hotmail or Gmail to enable correspondence to be sent to one address, which can be accessed by different members of your group when working on applications and reports.

You can then start your application, adding in the information you know, such as information about your organisation. As you get more detail about your project, you can add that in.

Q Why move to an online system?

A By moving to an automated online system, we will:

- Make it easier for you to apply, as certain parts of your application can be pre-populated, once you have an account.
- Increase our ability to review and assess your applications more efficiently and effectively.
- Improve data capture and analysis so we can better understand the needs of our communities and can adapt our programs accordingly.
- Make it easier for you to report on your project, by pre-populating your final report with information directly from your application.
- Enhance our overall operational capacity and capability – helping us to provide greater support for communities.

Q Will the application review process change?

A The way in which we assess applications won't change, in terms of reviewing your application against our criteria. However, the online system will mean that it will be easier for us to access data more effectively through the different stages of our assessment process.

Q Will there be a change in the reporting process?

A In essence, no. You will still need to provide a report on your project within 12 months of receiving a grant or as agreed with FRRR. However, the final reporting process will also be managed through FRRR's Grants Gateway. The information that you enter into the application will help to pre-populate your final report form, making it quicker and easier for you to complete the report.

Q Will the final report be in a new format?

A There will be a few changes to the information we ask for as part of your final report. One of the things that the online system will allow us to do is better capture the issues and challenges that you are addressing through your project. The system will also allow us to aggregate this information to better demonstrate the impact of what you do to our donor partners. So there will be a different level of detail regarding what we ask you to report on.

Q How are you funding this new system?

A This system has generously been supported by the Department of Infrastructure and Regional Development.

System / Technical Queries

Q Where is the data stored?

A The information is hosted on our external system provider's secure data centre. However, it will comply with our **privacy policy**, details of which are available on our website.

Q Is the system secure?

A Yes. The information is hosted on our external system provider's secure data centre. Only FRRR and support staff from our provider will have permission to access our data. Once again, it will be managed in line with our privacy policy.

Q Does it make a difference to what web-browser I use?

A Most browsers are supported by the online application software however, for best results use: Internet Explorer® 8 or 9 or Mozilla Firefox. Safari is also supported on Mac computers.

Do NOT use your browser's back and forward buttons to navigate through the form as that may cause you to lose your application data. Use the page links across the top of the application form or the "Next" link at the bottom of the application form.

Q My web-browser isn't allowing me to access the online system?

A Ensure that internet "cookies" are enabled on your browser. If you aren't sure how to check this, or how to enable them, just Google - how to enable internet cookies and you will have several help options.

Q We have difficulty accessing the internet, and sometimes the connection drops in and out. Will this mean that I will lose all the information I have inputted and have to start all over again each time?

A The system saves your application automatically as you enter it. But if you have issues with internet access, we encourage you to collate all the information you need in a Word document, then you will be able to copy and paste it, without losing it. We also encourage you to save regularly.

If you are having trouble maintaining a live connection, please get in touch with us and we will work with you to find another solution.

Q I am not confident using an online process. Is it possible to complete an application in hard copy format?

A We understand that this new approach may be daunting. If you or a friend or relative has access to a computer and the internet, our staff are happy to assist you to create an account and complete the application online. If internet access is an issue, we can assist you to complete the application in an alternative format. Please call **1800 170 020** if you require assistance so that we can ensure your project is considered.

Q Can I go back and edit / add further information over a period of time?

A Yes, you will be able to go back and edit your responses, or upload additional documents over the course of the grant program being open, up until you hit the 'submit' button. You can save and exit at any point. A copy of your application to date will be emailed to the email address that you logged in with.

IT IS IMPORTANT THAT YOU USE THE LINK IN THAT EMAIL TO GO BACK IN AND CONTINUE ANY APPLICATION YOU HAVE STARTED. If you click on the link on the grant page, you will open a new application and not be able to see the work you've done to date.

Q Can I exit the application form even when I haven't finished and go back to it at a later stage?

A Yes, you can save and exit at any point. A copy of your application to date will be emailed to the address (link) that you logged in with.

IT IS IMPORTANT THAT YOU USE THAT LINK TO GO BACK IN AND CONTINUE ANY APPLICATION YOU HAVE STARTED. If you click on the link on the grant page, you will open a new application and not be able to see the work you've done to date.

Q Can I upload documents to the system, and if so which format do they need to be in?

A Yes, you can upload a set number of supporting documents to the system. The system supports several different document formats, but we prefer Word documents and JPG files for photos.

Q When do I need to provide a quote?

A If your budget item is less than \$500, you do not need to provide a quote.

If your budget item is over \$500 a quote is highly regarded. The provision of 'over \$500' quotes (or an explanation of why you are unable to provide these quotes), will impact your assessment.

An explanation of why you are unable to provide a quote can be detailed in the budget notes section of the application form.

- Q Who do I contact if I am having system / technical difficulties in completing the online form / submitting required information?**
- A** If you are having technical difficulties, please contact the FRRR office on 1800 170 020 during business hours, or email info@frrr.org.au.
- Q Who do I contact if I need some help completing the online form(s)?**
- A** Please review our FRRR Grants Gateway How To Guide if you need some help completing your application. If you still have questions, then contact the office and one of the team will be able to help you. Call **1800 170 020** or email info@frrr.org.au.
- Q How will I know if my application has been submitted successfully?**
- A** You will receive an email acknowledging receipt of your application. This will be sent to the email account that was provided as the Grants Gateway user account. If you do not receive an email within 24 hours of submitting your application, then please contact us on **1800 170 020** or via email: info@frrr.org.au.
- Q When will we find out if the application was successful?**
- A** The process of evaluation, assessment and approval can take up to 14 weeks, and as we test the new FRRR Grants Gateway system, we appreciate your patience as we process your application. All applicants are notified in writing about the outcome of their application.

Final Reports

- Q What is a final report?**
- A** If you have received a grant you will be required to complete an online final report form explaining how the funds have been used, if any changes were made, and the impact the funds have had on your project and within the community. You are also required to provide a financial acquittal of the funds to demonstrate that the grant was used on agreed items. These reports enable us to see how you used the funds and report back to our donor partners on the impact of their support.
- Q How do I submit the final report?**
- A** As part of your grant conditions, you will be sent a personalised link that will take you to your account in FRRR's Grants Gateway system. You will need to login to the system using the username and password you set up when you created an account during the application process.
- You will notice a menu item called 'Acquittal Report'. Click on this link and complete the form in the same way you did through the application process. Refer to FRRR's Grants Gateway How-To Guide to help you.