ClubGRANTS

Applicant User Manual

1.0 Getting Started

1.1 How to create a new account

- Visit https://www.clubgrants.com.au/
- Click on Login/Sign Up https://www.clubgrants.com.au/user/login
- Click on Create New Account https://www.clubgrants.com.au/user/register
- Complete the Applicant Registration section on the left-hand side
- Click the 'Create new account' button
- A welcome message with further instructions has been sent to your email address
- Activate your account by clicking on the link provided in the welcome message
- Create a password and click the 'Save' button
- Click on the My Applications tab
- Accept/Reject the ClubGRANTS Online Terms & Conditions.

1.2 How to create an organisation

- Before you can start applying for grants, create your organisation by clicking on the 'Create organisation' button
- Complete the Your Organisation, Primary Contact and Secondary Contact sections
- Click the 'Create organisation' button
- Organisation has been created.

1.3 How to log in to an existing account

- Visit https://www.clubgrants.com.au/
- Click on Login/Sign Up https://www.clubgrants.com.au/user/login
- Fill in your email, password and math question and click the 'Log in' button.

1.4 How to reset your password

- Visit https://www.clubgrants.com.au/
- Click on Login/Sign Up https://www.clubgrants.com.au/user/login
- Click on Reset your password
- Fill in your email and math question and click the 'Submit' button
- Further instructions have been sent to your email address
- Click on the link and follow the prompts to setup a new password.

1.5   How to update your account/organisation details

- Login to ClubGRANTS Online https://www.clubgrants.com.au/user/login
- Click on the Your Profile tab
- Click on Settings from the drop-down list
- Update the Your Organisation, Primary Contact and/or Secondary Contact sections
- Click on the 'Update Contact Details' button
- Contact details have been updated.

1.6   How to change your username (email) or password

- Login to ClubGRANTS Online https://www.clubgrants.com.au/user/login
- Click on the Your Profile tab
- Click on Edit User Account from the drop-down list
- Update the required sections
- Click on the 'Save' button
- The changes have been saved.

1.7   Manage invited users

- To invite another user to have access to your organsation's account, click on the Your Profile tab
- Click on Settings from the drop-down list
- Scroll to the bottom of the page and click the 'Add a user' button
- Fill in the required details
  - Role types:
    - Admin – All access levels, including inviting other users (most common)
    - User – Unable to invite other users
  - If the user's email address is already associated with another ClubGRANTS Online account, an error message will display and adding a user was not successful
- The user has been invited and further instructions have been sent to their email address
- Once the user accepts, you will see their details under the View Existing Users section and the user will be able to apply for grants on behalf of your organization.

1.8　How to get help – via the *Contact Us* tab

https://www.clubgrants.com.au/form/clubgrants-contact

- Click the Contact Us tab
- Complete the form to contact the ClubsNSW' Member Enquiries Centre (MEC) with any enquiries you may have related to your ClubGRANTS online account.
  - This page should be used to contact ClubsNSW about any technical issues you may have with the ClubGRANTS Online system.
  - ClubsNSW is unable to answer queries about the status of your ClubGRANTS application.
  - To check the status of your application, please contact the club or ClubGRANTS Committee that you applied to.
  - Applications sent to ClubsNSW will be returned.
- Click the 'Send message' button and a member of the team will get back to you with 24 hours, Monday to Friday.

1.9　How to get help – via the *Help* tab

https://www.clubgrants.com.au/faqs

- Click the Help tab
- Navigate this page to find most frequently asked questions and useful resources including the ClubGRANTS Guidelines https://www.liquorandgaming.nsw.gov.au/documents/gl/ClubGRANTS-Guidelines-August-2020_Alex-Kennedy.pdf
- If you are unable to find your answer, click the 'Email' or 'Call MEC on 1300 730 001' button to get in touch the MEC.

1.10　How to logout

- Click on the Your Profile tab
- Click on Logout from the drop-down list
- You are now logged out of ClubGRANTS Online.

2.0 Application Process

2.1 How to search/apply for available grants – from the Find Your Local Grant Round tab
https://www.clubgrants.com.au/find-your-local-grant-round

- Click on the Find Your Local Grant round tab to search for available grants
- Enter desired post code into the search function
  - Please note, the application process varies for different clubs/local councils
  - You may be required to submit a paper-based application or referred to another provider
  - There are no standard state-wide opening/closing dates for ClubGRANTS funding
  - Only grant rounds which are currently open will display
- Results will display for open Category 1, Category 1 in-kind, Category 2 and Category 2 in-kind grant rounds
  - If there are no results displaying, attempt to search again with a greater radius: 5km, 15km, 50km, 100km, 200km
  - If there are still no results displaying, try again later or contact your local club to determine when the grant round will open
- Click on More Info to view grant round details provided by the grant round administrator
- Click the 'Select' button to apply
- Apply.

2.2 How to search/apply for available grants – from the *My Applications* tab

- Click the 'Start new application' button from the My Applications tab to search for available grants
- Enter desired post code into the search function
  - Please note, the application process varies for different clubs/local councils
  - You may be required to submit a paper-based application or referred to another provider
  - There are no standard state-wide opening/closing dates for ClubGRANTS funding
  - Only grant rounds which are currently open will display
- Results will display for open Category 1, Category 1 in-kind, Category 2 and Category 2 in-kind grant rounds
  - If there are no results displaying, attempt to search again with a greater radius: 5km, 15km, 50km, 100km, 200km
  - If there are still no results displaying, try again later or contact your local club to determine when the grant round will open
- Click on More Info to view grant round details provided by the grant round administrator
- Click the 'Select' button to apply
- Apply.

2.3   How to save/submit an application

- Click the 'Save' button to save your application's progress at anytime
- Click the 'Save & Close' button to save your application's progress and exit the application
- 'Save' and 'Save & Close' buttons are located at the top and bottom of each application page
- On the final page of the application form, click the 'Save without submitting' button if you wish to save the application's progress without submitting it
- Click the 'Submit' button when you have finished your application and completed all mandatory questions and follow the prompts to submit your application
  - Once submitted you can no longer edit your answers
  - Once submitted you will receive a confirmation email and the grant round administrator will be notified.

2.4   How to edit an application

- Once an application has been started/saved, it will appear in the My Applications tab
- Click the 'Green Edit' button to edit your application
  - Once an application has been submitted, the 'Green Pencil' icon will no longer appear next to the application.

2.5   How to navigate an application form

- Click the 'Next' button at the bottom of each application page to scroll through the entire application form
- Click the 'Back' button to go back to the previous application page
- Click the 'Save' button to save your application's progress at anytime
- Click the 'Save & Close' button to save your application's progress and exit the application
- Click the 'Submit' button when you have finished your application and completed all mandatory questions and follow the prompts to submit your application
  - Once submitted you can no longer edit your answers.

2.6   How to determine when a grant round will close

- Once an application has been started/saved, it will appear in the My Applications tab
- The Round Deadline column will display the grant round's closing date
- Applications cannot be submitted after the grant round closing date.

2.7　How to attach documents to an application form

- Documents can only be attached to an application when requested by the grant round administrator and will be stated in the application form.

2.9　How to view an application

- Once an application has been started/saved/submitted, it will appear in the My Applications tab
- Click the Application ID number or Project Name to view the application
- An Email Log is listed at the bottom of the application.

2.10　How to download an application/application form

- Once an application has been started/saved/submitted, it will appear in the My Applications tab
- Click the Application ID number or Project Name to view the application
- Click the 'PDF' button to download a copy of the application or application form.

2.11　How to withdraw (delete) an application

- Once an application has been started/saved, it will appear in the My Applications tab
- Click the 'Red Withdraw' button to withdraw your application and following the prompts to withdraw your application
    - Withdrawn applications will be removed from the grant round and will not be considered
    - Approved applications cannot be deleted
    - Once an application is withdrawn the grant round administrator will be notified.

2.12　How to archive an application

- Once an application has been started/saved, it will appear in the My Applications tab
- Click the 'Yellow Archive' button to archive your application and remove it from view
- The application has been archived
    - Archived applications are not withdrawn and will still be visible to the grant round administer.

2.13　How to unarchive an application

- Once an application has been archived, it will no longer appear in the My Applications tab
- Click the 'View Archive' button to view archived applications
- Click the 'Yellow Restore' button to restore to application to view in the My Applications tab

2.14 How to determine the status of an application

- Once an application has been submitted, it will appear in the My Applications tab
- The status column will display one of the following status':
    - Submitted: the application has been successfully submitted to the grant round
    - Under Review: the application is being reviewed by the grant round administrator
        - Not all grant round administrator use this status and may be reviewing the application while displaying the 'Submitted' status
    - Approved: the application has been approved by the grant round administrator
    - Unsuccessful: the application has not been approved by the grant round administrator
    - Withdrawn: the application has been withdrawn by the grant round administrator
- Organisations will also be notified of the status of their application via email.

2.15 How to determine how much funding has been provided

- The amount funded column will display the amount of funding which has been put against the application
    - In some instances, the grant round administrator may only issue partial funding
    - In some instances, multiple clubs can fund one application
- Click the ID or Project name to view the application and to confirm which club has funded the application
- Organisations will also be notified of the status of their application via email.

3.0 Approved Applications/ Reporting Process

3.1   How to determine the status of an application

- Once an application has been submitted, it will appear in the My Applications tab
- The status column will display one of the following status':
  - Submitted: the application has been successfully submitted to the grant round
  - Under Review: the application is being reviewed by the grant round administrator
    - Not all grant round administrator use this status and may be reviewing the application while displaying the 'Submitted' status
  - Approved: the application has been approved by the grant round administrator
  - Unsuccessful: the application has not been approved by the grant round administrator
  - Withdrawn: the application has been withdrawn by the grant round administrator
- Organisations will also be notified of the status of their application via email.

3.2   How to determine how much funding has been provided

- The amount funded column will display the amount of funding which has been put against the application
  - In some instances, the grant round administrator may only issue partial funding
  - In some instances, multiple clubs can fund one application
- Click the ID or Project name to view the application and to confirm which club has funded the application
- Organisations will also be notified of the status of their application via email.

3.3   How to view additional documents from the grant round administrator for approved applications

- Once an application has been approved, it will appear in the My Applications tab as an approved application with funding against it
- Grant round administrators can attach additional documents to approved applications for the organisation to review i.e. Letters of Offers
- Click the ID or Project name of an approved application to view additional documents from the grant round administrator on the right-hand side of the application.

3.4   How to upload a progress report

- Once an application has been approved, it will appear in the My Applications tab as an approved application with funding against it
    - Progress Reports cannot be submitted for applications which are not showing as approved – contact the grant round administrator if your approved grant is not showing as approved online
- Click the 'Red Flag' button to submit a progress report or acquittal or click on the application ID or Project Name
- Click the 'Add Acquittal/Progress Report' button
- Choose the Progress Report option for the Report type
- Follow the prompts to submit your progress report
- On the bottom of the progress report form, click the 'Save without submitting' button if you wish to save the progress report without submitting it
- Click 'Submit' to submit a progress report to the grant round administrator
- Progress report has been submitted
    - 'Red Flag' button will change to a Yellow Tick Mark
    - Acquittal is still outstanding.

3.5   How to upload an acquittal

- Once an application has been approved, it will appear in the My Applications tab as an approved application with funding against it
    - Acquittals cannot be submitted for applications which are not showing as approved – contact the grant round administrator if your approved grant is not showing as approved online
- Click the 'Red Flag' button to submit a progress report or acquittal or click on the application ID or Project Name
- Click the 'Add Acquittal/Progress Report' button
- Choose the Acquittal Report option for the Report type
- Follow the prompts to submit your acquittal
- On the bottom of the acquittal form, click the 'Save without submitting' button if you wish to save the acquittal without submitting it
- Click 'Submit' to submit an acquittal to the grant round administrator
- Acquittal has been submitted
    - 'Red Flag' button will change to a Green Tick Mark
    - No changes can be made to acquittal once submitted
    - Grant round administrator will also be notified of the submission via email.