

FRRR's Grants Gateway

Frequently Asked Questions

General Questions

➤ **What is FRRR's Grants Gateway?**

FRRR's Grants Gateway is an online platform through which all applications for our grant programs are submitted.

➤ **How does it work?**

Information about grants is hosted on FRRR's website. You need to review the information on the site, and check the guidelines carefully, to ensure that your organisation is eligible. If you are, then to apply, go to FRRR's Grants Gateway using the link provided on the website to start the application process. Note, the link is different for each program. For some of our programs, you have to call the Program Manager to discuss your idea, before being able to access the application form. So please read the information on the website carefully.

To apply, you will need to have an account for your organisation / community group. We recommend that you create one shared 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 we ask in the application, so you can see what information is required.

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.

➤ Why did FRRR move to an online system?

Moving to an automated online system has:

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

➤ What is the reporting process?

You need to provide a report on your project within 13 months of receiving a grant or as agreed with FRRR. The final reporting process is also 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.

System / Technical Questions

➤ Where is the data stored?

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

➤ Is the system secure?

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

➤ Does it make a difference which web-browser I use?

Most browsers are supported by the online application software, however for best results use: Google Chrome or Mozilla Firefox. Safari is also supported on Mac computers.

PLEASE NOTE: 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 tabs across the top of the application form or the "Next" link at the bottom of the application form.

➤ **My web-browser isn't allowing me to access the online system. What can I do?**

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.

➤ **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?**

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.

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

We understand that applying online 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.

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

Yes, you can go back and edit your responses, or upload additional documents while the grant program is open, up until you hit the 'submit' button. You can save and exit at any point. Each time you do, a copy of your application at that point will be emailed to the email address that you logged in with. A link is provided in the email to return to your current application.

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

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

IT IS IMPORTANT THAT YOU USE THAT LINK TO GO BACK IN AND CONTINUE ANY APPLICATION YOU HAVE STARTED. If you click on the Apply Now link on the grant page, you will open a new application and not be able to see the work done to date. You can use the login button at the top of the home page, or on the grant program page to return to your application, if you can't find the email.

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

Yes, you can upload a limited number of supporting documents to the system. The system supports several different document formats. We prefer Word documents and JPG files for photos, but other formats are possible.

➤ **When do I need to provide a quote?**

If your budget item is less than \$1,000, you do not need to provide a quote.

If your budget item is over \$1,000 a quote is highly regarded. The provision of 'over \$1,000' quotes (or an explanation of why you are unable to provide these quotes), will impact favourably on your assessment.

➤ **Who do I contact if I am having system / technical difficulties in completing the online form or submitting required information?**

If you are having technical difficulties, please contact the FRRR office on 1800 170 020 during business hours, or email info@frrr.org.au.

➤ **Who do I contact if I need some help completing the online form(s)?**

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.

➤ **How will I know if my application has been submitted successfully?**

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.

➤ **When will we find out if the application was successful?**

While we move as fast as we can, given the volume of applications we receive, the process of evaluation, assessment and approval can take up to 14 weeks, and we appreciate your patience as we process your application. All applicants are notified in writing about the outcome of their application.

Final Reports

➤ **What is a final report?**

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 to your project, 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.

➤ **How do I submit the final report?**

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.