



ClubGRANTS

Applicant User Manual

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# 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 organisation'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](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 *Applications* tab

*My*

- 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
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  - 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

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- 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.