



Frequently Asked Questions (FAQs)

To support applicants applying to the Cumberland Community Grants Program

Q: My organisation has applied before, but I need to change the user to myself. What should I do?

A: For guidance on updating your contact details, changing users, or managing your application, please visit SmartyGrants' comprehensive FAQ page here: <https://applicanthelp.smartygrants.com.au/applicant-faq's/>

Q: Who do I contact if I experience technical issues while completing my application on SmartyGrants?

A: For any technical issues, please contact SmartyGrants directly:

- Email: service@smartygrants.com.au
- Phone: (03) 9320 6888
- Support Hours: 9:00am–5:00pm AEDT, Monday to Friday

Q: What do I need to provide in a quotation if my organisation is providing the service ourselves?

A: If your organisation is providing the service internally and wishing to be compensated for this through grant funds, you must submit a detailed quotation outlining all costs involved, such as staff time, materials, and other related expenses to justify your funding request. It is expected that you provide a proper quotation rather than assuming the grant assessor understands that your organisation will complete the work. Please note that simple monetary breakdowns (e.g., Excel sheets with just numbers) are not accepted. See below for an example of an acceptable quotation format.

Example: [Internal Quotation With InHouse Facilitator Details.docx](#)

Q: What happens if I am auspiced? Who receives the funds and who completes the acquittal?

A: The auspicings organisation holds the grant funds and manages the budget, as they have the legal structure to do so. The auspice group is responsible for financial reporting and acquittal.

Please note: Both the auspice and auspicings organisation must not have any outstanding acquittals or debts to Cumberland City Council prior to applying to be eligible.

Q: Are the grant funds GST inclusive?

A: Yes, grant funds can be used to cover eligible expenses that include GST.



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Q: Will you contact applicants for additional information prior to final assessment and endorsement?

A: Yes, applicants may be contacted to provide further clarification or additional information as needed to support a comprehensive assessment prior to final endorsement. We encourage applicants to submit complete and detailed applications to facilitate this process.

Q: When and how will I be notified of the outcome of my application?

A: Notification timelines vary by grant round, but applicants are typically advised of outcomes within 2 to 3 months after the grant round closes. Applicants will be notified via email from SmartyGrants (online grants administration system).

Q: How can I check if I have any outstanding acquittals or debts?

A: Please contact the Grants Team at communitygrants@cumberland.nsw.gov.au to verify if you have any outstanding acquittals or debts to Cumberland City Council prior to the submission of your application.

Q: My project can be managed with reduced funding, and I am planning to accept partial funding, but I'm concerned that it may not be enough to continue. What should I do?

A: If you anticipate funding shortfalls, please communicate this early with the Grants Team prior to signing the Funding Agreement. You may be able to adjust your project scope or discuss alternative options.

Q: Are contingency costs allowed? Can we ask for more funds if the quotation later needs to be varied?

A: Contingency costs are generally not accepted. We encourage you to use your grant funding flexibly to cover any shortfalls within the amount awarded. If you require further assistance or advice on managing your budget, please contact the Grants Team for support.

Q: I am applying for the Hardship Assistance for Children and Youth in Education and Sport Grant. Can I apply for something that has already happened?



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A: Generally, no. You must apply before your activity or event begins as retrospective funding is not usually provided.

However, for representative events (such as selection for a state or national team), we understand you might only find out after the grant round closes. In these special cases, funding may be considered after the event has started, but only if:

- You provide evidence (e.g., a letter of selection).
- You notify us before paying or participating, so we can confirm you understand the risks.
- You understand there is no guarantee of funding; participating before approval is at your own risk.

We do not fund retrospective costs for regular activities like standard sports registrations, which must be applied for in the usual grant rounds.

Example: If you are selected for a representative cricket team after the August round closes and start playing in October, you may still be considered for funding in the February round, provided you meet these conditions.

Q: Can I submit multiple applications to different grant streams in the same round (e.g. one to Connected Communities and another to Safer Communities in Round 1)?

A: No. Applicants may only submit one application per round, regardless of the grant stream. If multiple applications are received, only the first submission will be considered for assessment.