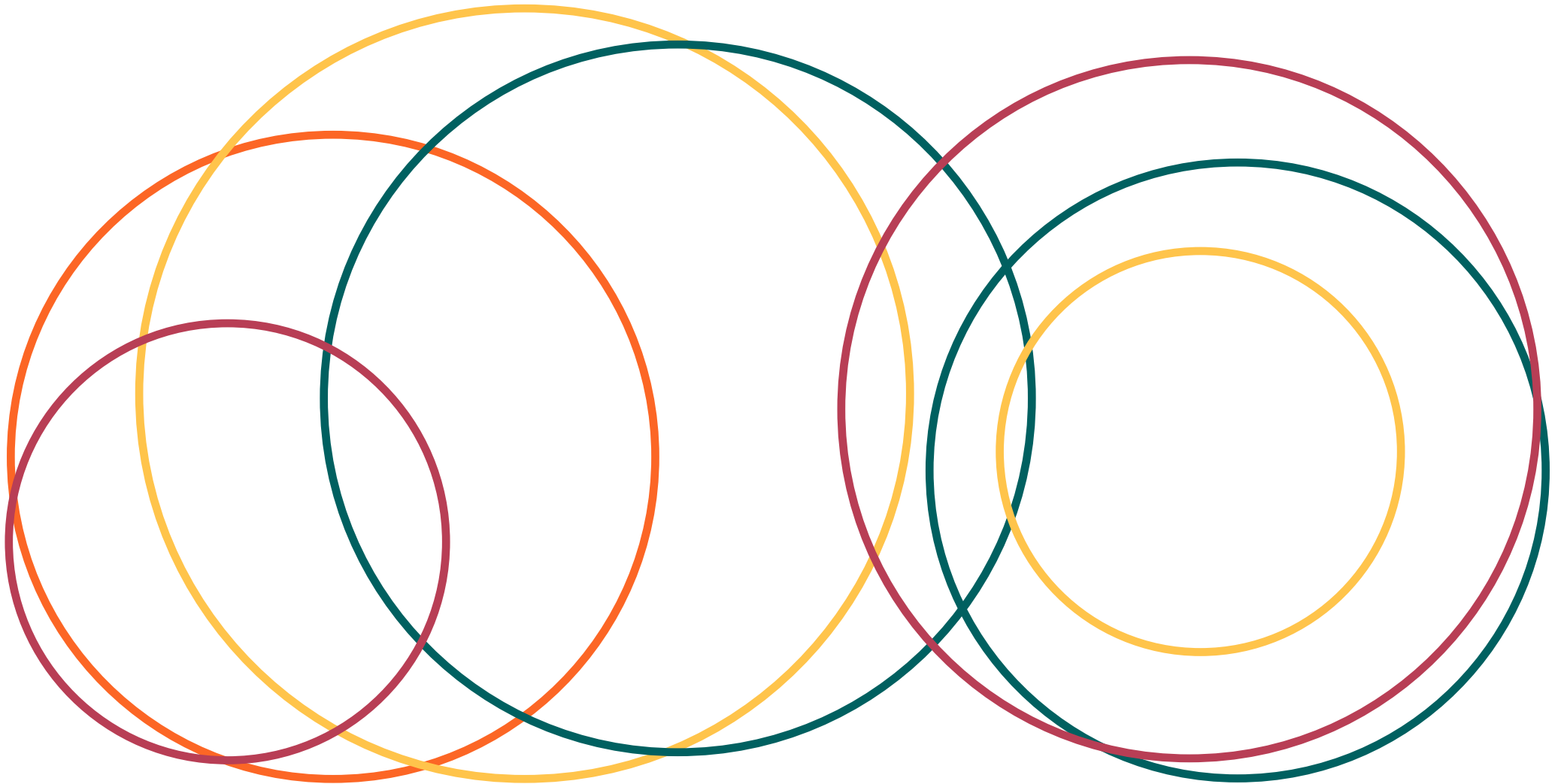




Department of  
**Local Government, Sport  
and Cultural Industries**

# **Application Manual**



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# Getting started

## Read the program guide.

Each grant program has a program guide, make sure you download it and read through it, it has all the essential information you'll need like eligibility, what we fund (and what we don't), how much you can apply for and what support material you can and can't include.

## Allow enough time.

Start as early as possible to give yourself enough time to create a compelling and detailed application. Having plenty of time will also help you avoid making mistakes.

## Make sure you and all key personnel have no outstanding acquittals.

## Request letters of peer and/or industry support.

Letters of support included with your application should be current and clearly show knowledge of your activity, not just that you can deliver it. Give yourself plenty of lead time to talk with peers so they will be able to get their letters to you before the deadline.

## Gather evidence of participation or consultation.

This is important for demonstrating you have confirmation of your activity and the people participating in it. It can be letters, emails or quotes from communities, key personnel, events, venues, and suppliers. This is particularly important for community-based activities and those including Aboriginal communities.

## Develop the three components of your application.

1. The core application questions
2. Financial information and
3. Support materials.

Each of the three components plays a significant and distinct role in creating a whole picture about your activity and together they provide evidence of the assessment criteria: Quality, Reach, Good Planning, and Financial Responsibility.

## Core application questions

These are listed in your program guide with notes to help you.

- Answer all the questions, they are critical to the assessment process;
- Avoid industry specific jargon or abbreviations. Your application will be read by experienced people from a range of disciplines don't assume they know what you know;
- Address the criteria of Quality, Reach, Good Planning and Financial Responsibility. The criteria definitions on [page 12](#) will help you write your application but not all definitions will apply to your activity. [Contact a Grants Officer](#) if you have any questions.

## Financial information

Make sure you read your program guide for more detailed information.

- Refer to appropriate rates of pay or, where applicable, negotiated fees based on industry standards for your sector;
- Explain all calculations in the notes section;
- Include other sources of income;
- Consider providing quotes for major expenditure items in your support material;
- Demonstrate thorough planning by including all activity costs, leave nothing unanswered, make sure it balances and all amounts are in Australian dollars.

## Support material

Make sure you read your program guide for detailed information regarding formats and limits.

- Your support material should back up the claims you make in the core application questions;
- Focus on current, high quality and relevant materials that strengthen your application;
- CVs and/or biographies are essential.

# Create an Online Grants application

To apply for a Culture and the Arts grant you should submit your application through the [Online Grants portal](#). If, for accessibility reasons, you are unable to apply online please [contact us](#) outlining the circumstances that prevent you from submitting your application online and we will assist you.

The Online Grants portal works best with the latest version of Google Chrome.

The first time you register and apply in Online Grants you will be asked a series of questions which will then be auto-populated for future applications. If you have applied before, please check your information under the Account Details tab (top right).

Throughout the online grant application form you will find help text to guide you through the questions and the process of applying online.



Online Grants help text is available by hovering your mouse over the question mark symbol.

To make sure your work is being saved, please use the Save & Next or Save & Previous buttons instead of the browser forward and back buttons.

## Applicant details

### Account information

If these are pre-populated, they can be updated in the Account Details tab on the Online Grants Home Page.

### Funding category

Choose the program, category, and round.

Some additional definitions and guidance notes are provided here for first time applicants.

### Area of practice

This field is optional but identifying an area of practice provides assessors with a better understanding of your background and practice. This may be relevant to your activity, your identity or the context of the application.

### Definitions are as follows:

**Aboriginal Arts** is a term used to describe the practice of arts and cultural activity by individuals and groups who identify as Aboriginal. We assist applicants from all artform areas for the professional development of WA Aboriginal artists and a wide range of other activities with arts development and/or cultural development outcomes. The Department of Local Government, Sport and Cultural Industries also acknowledges the rights of Aboriginal communities in determining cultural priorities. Please note: The Aboriginal Arts Peer Assessment Panel reserves the right to request written confirmation of an applicant's Aboriginality from relevant community organisations or individuals should the need arise. Non-Aboriginal applicants must demonstrate Aboriginal involvement in the conception, development and participation of the activity.

**Community Arts and Cultural Development (CACD)** is underpinned by the community development principles of inclusion, equity and access. CACD is most commonly associated with the use of creative activities to affect positive social change (such as health and wellbeing, education, social disadvantage, justice and community development), often with and for marginalised or disadvantaged communities. CACD can be used to facilitate access to and inclusion in creative activities, enhance skills, develop products and outcomes. This area of practice is relevant to a range of diverse and collaborative artistic activities between professional artists or art organisations and non-professional participants.

**Cultural Diversity Arts** includes Culturally and Linguistically Diverse (CaLD) communities and describes individuals and groups for whom English is not the first language, or those born into a culture or cultures with overseas origins. We assist applicants supporting the creation, presentation and promotion of work by artists and communities from CaLD backgrounds; and/or increase access by CaLD audiences to a wide range of high quality arts experiences. This area of practice is relevant to arts practitioners from CaLD backgrounds and those working with CaLD communities.

**Disability Arts** is relevant to arts practitioners who identify with having disability and choose to provide this information to us, or those working with people with disability. Disability is any continuing condition that restricts everyday activities. The main categories of disability are physical, sensory, psychiatric, neurological, cognitive and intellectual, with 'disability' further defined by the [Disability Services Act 1993](#).

## Video and work in the moving image

To be eligible, work in the moving image must be part of an artistic practice which is outside the film and television industries. For the purposes of the Department of Local Government, Sport and Cultural Industries Grant Programs, work in the moving image includes film, video, animation, projection art, time-based media art and other emerging digital forms.

### You cannot apply for:

- the development or production of narrative shorts or features, pilots for television series, mainstream animation e.g. conventional character-based narrative cartoons;
- documentaries, including documentaries on the arts;
- screenwriting activities or script development for film and television;
- stand-alone documentation activities;
- education activities, or activities where members of the public take part, where the main or only art form being used is film or digital, unless it's in support of an artist's work;
- purchase of capital equipment for film and video activities, whether as the subject of your grant request, or as an expenditure item in your total activity budget.

Further information and resources on film, video and other moving image forms may be available from the following organisations and websites:

**Australian Centre for the Moving Image:** [www.acmi.net.au](http://www.acmi.net.au)

**Australian Film Television and Radio School:** [www.aftrs.edu.au](http://www.aftrs.edu.au)

**Screenwest:** <https://www.screenwest.com.au/>

**Swinburne University of Technology:**  
<https://www.swinburne.edu.au/study/find-a-course/film-television/>

**Western Australian Screen Academy:**  
<http://www.ecu.edu.au/schools/arts-and-humanities/courses/wa-screen-academy>

## Activity outline

### Activity title

This is the name your activity will be given in our [Funding Highlights](#).

### Activity summary

This is how your activity will be referred to in our [Funding Highlights](#) and potentially in media releases. You do not need to include all the details, just a quick summary so someone who has not heard of your project will understand what it is.

## Additional information

In this section you will need to tell us where your activities will be taking place and who is involved in making it happen. We will need their date of birth if they are under 29 years of age

### Activity details

These are the core application questions. You will find the questions and notes on how to answer them in your program guide.

### Financial information

This is where you will provide us with all the costs and income for your activity. Use the notes to explain how each item relates to your project. As you enter your expenditure and income be sure to monitor the auto-calculations at the top of the Financial Information page. Some grants have minimum income requirements and funding caps. Check your program guide for more information.

### Statistical information

This information will not be used to assess your application and will not influence the assessment in any way. However, it provides us with crucial information to improve our services and for statistical and evaluation purposes. The information you provide here will also form the basis of your acquittal if you are successful.

## Support material

You will find information about support material, formats and limits in your program guide. You can choose to submit your support materials by uploading them to your application or posting them to us (not a combination of the two). If you wish to change your method of submission you will need to delete all the items, you have entered first. Make sure you include a **Supplier Creation Form** (this does not count towards your application limits). Instructions on how to submit support material is on the next page.

## Online submission of support materials

1. If submitting audio and/or video files you **must** upload them to file streaming sites like [Vimeo](#), [YouTube](#), [Bandcamp](#) or [SoundCloud](#). **DO NOT** use Dropbox for any support material documents.
2. In the support materials section of your application in Online Grants select Online.
3. Click Add Support Material.
4. Insert a title and description for each item.
5. Select File if you wish to upload a file saved on your computer or Web Link if pasting a website address (URL).

### File

Select Choose File and navigate to the file saved to your computer, then click Open.

The file name will be displayed in the bottom right field.

Click Add.

### Web Link

Paste the complete URL in the field. Ensure the link is active and redirects to the correct web page.

If your file requires a password to access it before you click Add make sure you put the password in the description field.

If the combined total length of all audio OR all video exceeds the 6-minute limit, specify the exact minute-marks for the assessor to start and finish listening or viewing.

OR

## Postal submission of support materials

1. If submitting audio and/or video files you **must** upload them to file streaming sites like [Vimeo](#), [YouTube](#), [Bandcamp](#) or [SoundCloud](#). **DO NOT** use Dropbox for audio or video. **DO NOT** post CDs.
2. In the support materials section of your application in Online Grants select Postal Delivery.
3. Click Add Support Material.
4. Insert a title and description for each item.
5. If submitting audio/video add the following to the description field:
6. the complete URL, ensuring the link is active and redirects to the correct web page
7. the password to access your file, if you have set one; and
8. if the combined total length of all audio OR all video exceeds the 6-minute limit, specify the exact minute-marks for the assessor to start and finish listening or viewing.
9. Click Add Support Material to continue adding items.
10. When complete, click Print Postal Delivery Receipt. This will generate a Postal Delivery Receipt which will automatically download to your computer.
11. Print and include a receipt to your Support Material package.
12. Post your support material package to:

Department of Local Government, Sport and Cultural Industries  
PO Box 8349  
Perth Business Centre  
PERTH WA 6849

## Final check

You can extract a copy of your draft application in [Online Grants](#) at any stage to share with others for their feedback.

On the Online Grants home page select Edit/View Applications. There will be a list of any draft applications you have started at the bottom of the page. On the right, under Actions, select More. You will be able to Export your application as a PDF or Word document and, where relevant, you can request a Draft Review.

Show your application to a colleague or friend. If it doesn't make sense to them, or they are not particularly excited about the project, then your application probably needs more work.

Proof read thoroughly and fix typos and bad grammar.

Check and check again! Make sure absolutely everything you need for your application is included because once you submit your application there is no opportunity to add or amend anything.

## Draft review

Check the draft review request deadline on the [Key Dates Calendar](#) to see if the program you are applying to has the option to request a draft review. You can request a draft review any time before the draft review request deadline. Only one request for review can be submitted per application.

You can continue to edit your application while waiting for your draft review feedback. However, please be aware that depending on the volume of draft review requests, staff may not be able to provide feedback. In the unlikely event that this might happen, it is up to you to ensure that you submit your application before the submission deadline.

You are strongly encouraged to make your draft review request well before that review deadline to give staff sufficient time to provide quality feedback as well as you time to update your application. You will be unable to request a review after the deadline has been passed.

## How to request a draft review

1. Ensure you have marked each section of your application complete by ticking the box at the bottom of each screen. **Do not select Submit as Final.**
2. Click save and close at the top right of the screen. This will take you back to your Grant Applications page.
3. Locate your draft grant application in the list. In the Actions column, click on More to view additional actions, then click Request Draft Review.
4. Click Yes to confirm you wish to proceed.

Unless you have previously requested a review or missed the deadline for the round, you will receive a message confirming your draft has been successfully submitted for review.



# Terms and conditions

Before you submit your application, you will need to read and confirm that you understand the terms and conditions outlined in the following sections:

- Grant Application Terms and Conditions
- Media Contact Consent
- Working with Children
- Privacy and Freedom of Information (see below).

A Grants Officer can provide clarification if required.

## Grant application terms and conditions

### General terms and conditions for grant application submission

I have read and am familiar with the information relevant to this application as published on the Department of Local Government, Sport and Cultural Industries website.

- I acknowledge that this application will not be accepted if it is late, does not include all the required support material, or is subject to outstanding acquittals.
- I am aware of my rights and responsibilities with regard to copyright and intellectual property as it relates to this activity and confirm that all parties with a potential claim to copyright and intellectual ownership arising from this activity have been consulted and provided their agreement where required.
- I confirm that the supporting material submitted with this application is my own work or the work of the artists named in this application.
- I give the Department of Local Government, Sport and Cultural Industries a license to reproduce and communicate the supporting material submitted with my application for the purposes of assessment and confirm that I have obtained all copyright and intellectual permissions as required to do so.
- I am not seeking funding for work that will be submitted for academic assessment.
- I agree to accept Department of Local Government, Sport and Cultural Industries' funding decision on my application.
- I have read and understood the section on Privacy and Freedom of Information and accept the terms.

- I agree to inform the Department of Local Government, Sport and Cultural Industries of any changes in the status or circumstances of the application between the time of its submission and its assessment.
- I am aware that the Department of Local Government, Sport and Cultural Industries reserves the right to require me to provide evidence to verify that a current Working with Children Assessment Notice is held by all relevant personnel where the activity involves working with people under the age of 18.
- All statements in this application are true to the best of my knowledge.

### Media contact consent

In the event that your grant application is successful, do you give the Department of Local Government, Sport and Cultural Industries permission to pass your primary phone number and/or email address on to the media?

### Working with children

If your activity directly involves children, or if you and/or key personnel in the activity will be responsible for, or supervising children, you must confirm your understanding and compliance with current legislative requirements related to working with children. Refer to the [Working with Children Check](#) website for more information.

The [Working with Children \(Criminal Record Checking\) Act 2004](#) makes it compulsory for many people in child-related work to apply for a Working with Children Check. The Department of Local Government, Sport and Cultural Industries reserves the right to require any applicant to provide relevant clearances as a pre-condition of funding.

A person is in child-related work if their usual duties or work involve, or are likely to involve:

- contact with a child (a child is a person under the age of 18 years); and
- that contact is in connection with at least one of the 19 categories of child-related work listed under the Act; and
- no exemptions apply.



To complete your application, you will need to read both and select one of the following Statements:

#### **Statement 1**

This activity is likely to involve personnel working with people under the age of 18. I am/the organisation is aware of the special responsibilities associated with working with children and am aware of the *Working with Children Act 2004*, and will take the necessary steps to ensure that, where required, all relevant personnel have a current Working with Children Assessment Notice or are able to obtain one.

#### **Statement 2**

The organisation and/or the activity DOES NOT involve working with young people aged under 18.

#### **Privacy and freedom of information**

Through its privacy policy the Department of Local Government, Sport and Cultural Industries is committed to safeguarding any personal information it may hold at any time in respect to an individual. For the purposes of this policy, "personal information" is information about individuals or which may identify an individual. The policy can be found here:

<http://www.dca.wa.gov.au/universal-content/privacy/>

#### **The Department of Local Government, Sport and Cultural Industries' terms and conditions includes the following information for applicants:**

Full listings of grant recipients will be published on our website and in our Annual Report. We may also publicise recipients in our newsletters and publications. You will be required to acknowledge the Department of Local Government, Sport and Cultural Industries in all your publicity if your application is successful. Failure to do so may affect your grant payment.

According to the Freedom of Information Act (1992), any information held by us, including your application is accessible by you. While the information you present to us is treated as confidential, staff and external peer assessors may see it. The information you supply may also be made available to those assessing any other grant applications you make.

By submitting your application, you waive any right to raise any type of proceedings against the Department of Local Government, Sport and Cultural Industries because of, or in contemplation of, any disclosure of the contents of

your application in response to an information request made under the Freedom of Information Act (1992).

Data held in our system may be used for the following purposes: statistical reporting, application assessment, media enquiries, accounting purposes and for contacting you. The details of your grant will be public information, however, your personal details will only be accessible by our staff, appointed auditors and individuals or organisations who may help us assess or monitor grants.

## Submit your application

When you have completed all sections, click Submit as Final. It is very important you are completely satisfied your application is completed BEFORE you click Submit as Final. Once submitted your application cannot be accessed to make changes or add support material.

A system-generated email confirming the successful submission of your application will be sent to your registered email address within 15 minutes of submission. This email confirmation is evidence that you have submitted your application by the due date and time, and it is your responsibility to contact us immediately if you do not receive it.

If you do not receive confirmation, contact [onlinegrantsupportca@dlgsc.wa.gov.au](mailto:onlinegrantsupportca@dlgsc.wa.gov.au) quoting your application name and time of submission, and a staff member will investigate the status of your application. Claims relating to application submission errors after this time will not be investigated.

The Department of Local Government, Sport and Cultural Industries does not accept applications submitted by email.

## Assessment process

All applications are assessed against the four criteria:

- Quality
- Reach
- Good Planning
- Financial Responsibility

The weighted scoring method is a decision-making support tool that allows equal evaluation for each application against the assessment criteria as well as an objective comparison to be made between applications.

To help you address the four criteria in your application there is a subset of assessment measures and definitions (see the table on the following page). Not all the assessment measures will apply to every activity. Assessors will consider how well your application addresses the four criteria, as well as the objectives of the program you are applying to.

You must score highly on all four criteria to be successful. However, not all applications that score highly will be successful in receiving funding. Final approval of successful applications depends on available budget and approval by the Minister or delegated authority.

## Assessment criteria

<b>QUALITY</b>	<b>Definitions</b>
<b>Imagination</b>	The extent to which the work explores new possibilities or views.
<b>Authenticity</b>	The extent to which the work respects cultural tradition or is unique in the State.
<b>Originality</b>	The extent to which the work breaks new ground.
<b>Inquisitiveness</b>	The extent to which the work promotes curiosity in artist and audience.
<b>Excellence</b>	The work is regarded as the best of its type either globally or nationally.
<b>Captivation</b>	The quality of the connection of the work with communities of interest.
<b>Relevance</b>	The timeliness of the creative idea in relation to contemporary events.
<b>Innovation</b>	The work demonstrates an ability to realise creative ideas to real world outcomes.
<b>Challenge</b>	The extent to which the work challenges convention.
<b>Risk</b>	The extent to which the artist is fearless and negotiates new artistic approaches.
<b>Rigour</b>	The extent to which the work has undergone thorough research and development.
<b>REACH</b>	<b>Definitions</b>
<b>Diversity</b>	The extent to which the work engages a broad cross section of WA society.
<b>Platform</b>	The capacity of the work to have long term influence and importance to communities of interest.
<b>Collaboration</b>	The extent to which the work engages with communities of practice.
<b>Leverage</b>	The ability of the work to attract investment from a range of non-DLGSC sources.
<b>Number</b>	The number of people in communities of interest who directly engage with the work.
<b>Growth</b>	The extent to which the work will attract and develop new audiences or markets in WA, nationally or internationally.

<b>GOOD PLANNING</b>	<b>Definitions</b>
<b>Realistic and thorough consideration of all activity elements</b>	The timeline, budget and support material demonstrate consideration of all activity elements and is realistic. The activity meets the objectives of the funding program.
<b>Realistic and achievable outcomes</b>	The intended outcomes of the activity are clearly defined, the application explains the way in which each outcome will be achieved, and the methods described for realising each outcome are realistic and well considered. The activity outcomes progress your broader goals for your practice or development.
<b>Demonstrated process of research and/or consultation (if required)</b>	There is a clear process by which research, consultation has or will be undertaken and there is clear demonstration of decision making, planning and/or participation in the activity by the targeted community of interest or host institution.
<b>A clear, well considered evaluation process</b>	The evaluation methods are defined and enable the applicant to know whether the outcomes have been achieved.
<b>FINANCIAL RESPONSIBILITY</b>	<b>Definitions</b>
<b>Value for money</b>	The proposed expenditure realistically enables the activity outcomes to be achieved and demonstrates an efficient use of resources and the investment from other sources demonstrates appropriate community/industry/business support.
<b>A comprehensive budget</b>	The budget demonstrates accurate costings for the activity and the expenditure is supported by quotes, appropriate rates of pay for artists, arts workers and/or industry professionals, with fees supported by written confirmation.
<b>Financial Self-Sufficiency</b>	The activity encourages self-sufficiency and addresses issues of business/practice sustainability.

## Notification

Applicants will be notified in writing the outcome of their application once the assessment process has been finalised. Successful applicants will receive a contract, which needs to be signed and returned before grant funds are paid.

## Grant acquittal

Successful recipients of a Culture and the Arts grant will be required to submit progress reports and/or a funding acquittal report as per the details specified in the funding agreement. The relevant report will be available for you to access in Online Grants once a copy of your signed funding agreement has been received. Ensure you check your funding agreement to confirm your reporting requirements and deadlines.

### Acquittal images: documenting your activity

Images of your activity provide a simple and straightforward means of showing your activity was delivered as described in your original application.

When you submit an acquittal (Applicant Report) with images, the best images may be used on our website and in promotional materials. This is a valuable opportunity for publicity. If you would like your images to be considered they must be high quality, have information so we can appropriately credit them and an image permission form for us to use them.

To ensure you capture the best possible images for documentation and promotion make sure you:

- Use a good camera. Phone cameras may be convenient, but the quality and resolution of phone camera images may not be suitable for publication;
- Set your camera for at least 300 dpi and/or set it to save the image at between 1MB and 5MB;
- Include photos taken during the development stages of your activity as well as the final activity;
- If you give us images taken by someone else, ensure you clarify copyright ownership and seek agreement or permissions for you to share those images with us;

- If children are pictured, seek the consent of a parent or guardian at the time of taking the photograph and include that consent in your acquittal. We cannot publish images featuring children if consent cannot be verified; and
- Take notes to help you remember who or what was in the photograph, where it was taken and when. You will need to provide this information in your image submission form.

Typical image credits may include the following information:

<b>Performance</b>	<name of pictured performers/artists (L-R)>, in <title of performance> by <artist/producer/company> at <venue/event/festival>, <place/town/city>; <year>. Photo by <photographer name>
<b>Artwork</b>	<name of artwork>, by <artist name>, at <exhibition and/or event>; <place/town/city/>; <year>. Photo by <photographer name>
<b>Audience or Participants</b>	<name of people pictured if known or significant>, at <exhibition/event/festival>; < place/town/city>, <year>. Photo by <photographer name>
<b>Activity development stage</b>	<description of subject/persons pictured>, <description of activity being undertaken>; <name of project/performance/event etc> by <artist name if relevant>; <place/town/city >; <year>. Photo by <photographer name>

# Assistance for applicants

Grants Officers are available via telephone and [email](#) to answer queries about applications and suitability of activities to specific programs.

If you need extra assistance due to disability, language barriers or any other factor that may disadvantage you in completing your application, please contact us.

The advice provided by Grants Officers does not guarantee the success of your application. Due to the high number of applications received, each funding round is highly competitive. All applications are considered on their own merits and against the assessment criteria and program objectives.

## Contact us

### Online Grants portal

For help to use the portal or for technical issues, contact the Online Grants Support Team: [onlinegrantsupportca@dlgsc.wa.gov.au](mailto:onlinegrantsupportca@dlgsc.wa.gov.au)

### Grants officers

For enquiries relating to the Grant Programs, including advice or assistance with your application, contact a Grants Officer:

**Telephone:** (08) 6552 7400

**Toll Free (Country WA callers only):** 1800 199 090

**Email:** [grantsprogramsca@dlgsc.wa.gov.au](mailto:grantsprogramsca@dlgsc.wa.gov.au)

## Assistance for people with disability

The Department of Local Government, Sport and Cultural Industries is committed to supporting applicants with disability. Information can be provided in alternative formats (large print, electronic or Braille) upon request.

If you require special assistance in preparing your application, please call (08) 6552 7400 or toll-free for regional WA callers on 1800 199 090.

Family, friends, mentors and/or carers can attend meetings with you. If you are deaf, or have a hearing or speech impairment, contact us through one of the following:

**National Relay Service (NRS)** <http://www.relayservice.gov.au>  
then ask for 1800 199 090

**TTY users** phone 133 677 then ask for 1800 199 090

**Speak and Listen users** phone 1800 555 727 ask for 1800 199 090

## Interpreting assistance

For interpreting assistance in languages other than English, telephone the Translation and Interpreting Service on 13 14 50.

## Regional applicants

Toll Free (Country WA callers only): 1800 199 090

# Feedback, appeals and complaints

When you submit an application, your application is subject to a competitive assessment process. Your application is assessed against the assessment criteria and all applicants are notified of the outcome of their application as soon as possible following the conclusion of the assessment process.

## Seeking feedback on your application

Whether or not your application was successful, you can [contact a Grants Officer](#) to request feedback on your application. This feedback can be valuable in planning and preparing your future applications.

If you would like to receive feedback you must apply in writing to [grantsprogramsca@dlgsc.wa.gov.au](mailto:grantsprogramsca@dlgsc.wa.gov.au) with a request for feedback to be provided.

## Appealing an unsuccessful application

It is a condition of submitting an application that you acknowledge acceptance of the DLGSC's assessment process and requirements as outlined for each grant program.

Appeals will only be considered where there is an alleged breach of the assessment process. If you believe that the proper assessment process has not been followed for your grant application, please discuss your concerns with a Grants Officer in the first instance.

## Lodging a complaint

If, following discussion with a Grants Officer, you consider your concerns have not been adequately addressed; you can lodge a complaint with DLGSC, in writing, by following the instructions outlined in the [Feedback and Complaints](#) section of the DLGSC's website.