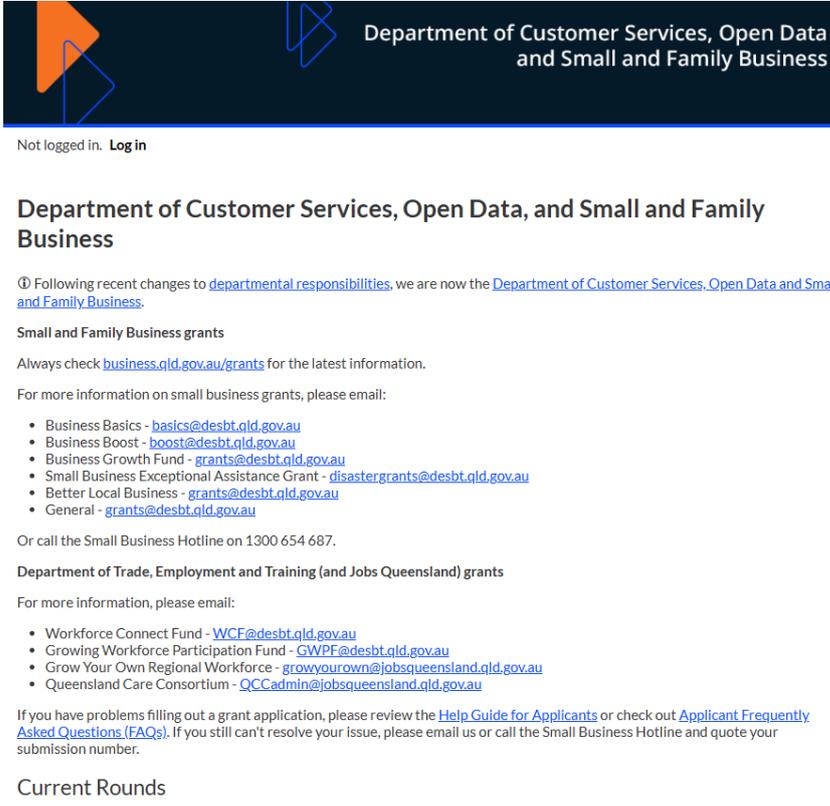
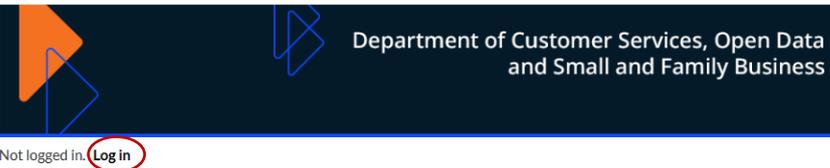


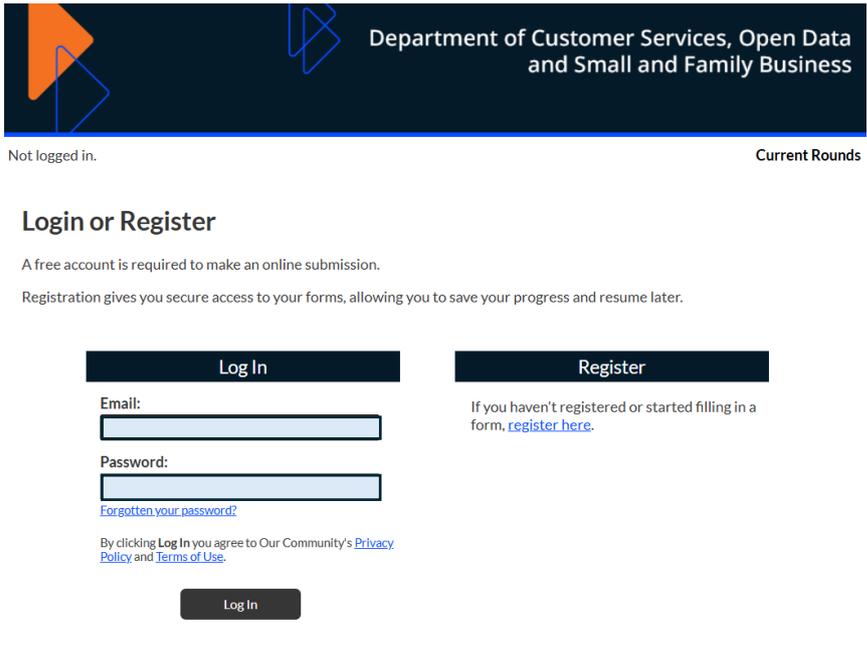
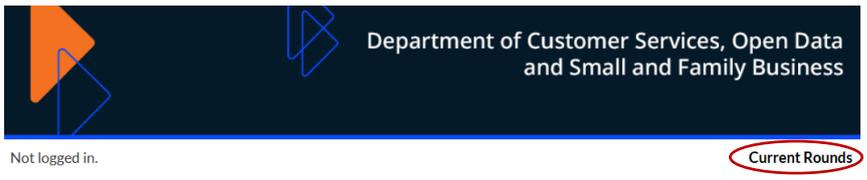
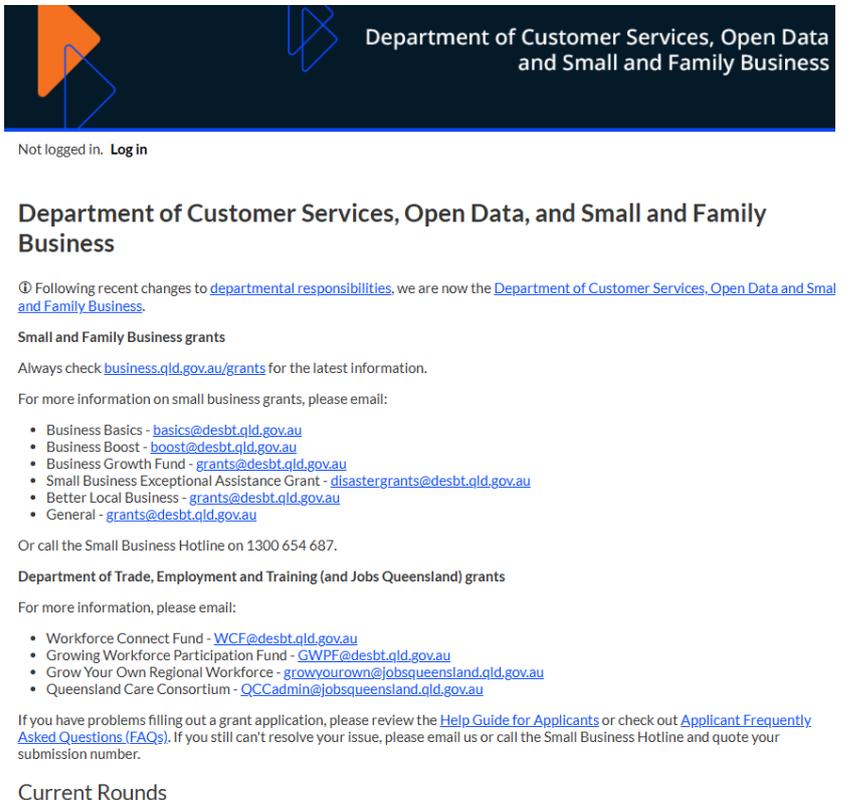
Navigating SmartyGrants - Small Business Grant programs

This document provides a step-by-step for navigating the SmartyGrants system to lodge and review your grant application for the Department of Customer Services, Open Data, and Small and Family Business grant programs

Accessing the application form	1
Viewing your application submissions.....	4
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Accessing the application form

Step	Action	Screen
1	<p>There are two ways that you can access the application form:</p> <ol style="list-style-type: none"> 1. Click on the Apply Now link in the Business Queensland website - you will be redirected to the SmartyGrants applicant portal or 2. You can access the SmartyGrants applicant portal directly through this link https://desbt.smartygrants.com.au/ 	<p>The below screen is the first page of the SmartyGrants applicant portal:</p>  <p>Not logged in. Log in</p> <p>Department of Customer Services, Open Data, and Small and Family Business</p> <p>Following recent changes to departmental responsibilities, we are now the Department of Customer Services, Open Data and Small and Family Business.</p> <p>Small and Family Business grants</p> <p>Always check business.qld.gov.au/grants for the latest information.</p> <p>For more information on small business grants, please email:</p> <ul style="list-style-type: none"> • Business Basics - basics@desbt.qld.gov.au • Business Boost - boost@desbt.qld.gov.au • Business Growth Fund - grants@desbt.qld.gov.au • Small Business Exceptional Assistance Grant - disastergrants@desbt.qld.gov.au • Better Local Business - grants@desbt.qld.gov.au • General - grants@desbt.qld.gov.au <p>Or call the Small Business Hotline on 1300 654 687.</p> <p>Department of Trade, Employment and Training (and Jobs Queensland) grants</p> <p>For more information, please email:</p> <ul style="list-style-type: none"> • Workforce Connect Fund - WCF@desbt.qld.gov.au • Growing Workforce Participation Fund - GWPF@desbt.qld.gov.au • Grow Your Own Regional Workforce - growyourown@jobsqueensland.qld.gov.au • Queensland Care Consortium - QCCadmin@jobsqueensland.qld.gov.au <p>If you have problems filling out a grant application, please review the Help Guide for Applicants or check out Applicant Frequently Asked Questions (FAQs). If you still can't resolve your issue, please email us or call the Small Business Hotline and quote your submission number.</p> <p>Current Rounds</p>
2	Click on Log in .	 <p>Not logged in. Log in</p>

<p>3</p> <p>If you have an existing account, use the Log In section, else you will need to Register an account.</p> <ul style="list-style-type: none"> Click the Log In button to enter your account <p><i>Note: Make sure to write down your log in details as you will need to use these for the duration of the grant.</i></p>	
<p>4</p> <p>Select Current Rounds.</p>	
<p>5</p> <p><i>This will show the current rounds you can apply for.</i></p> <ul style="list-style-type: none"> Under the Rounds header, select the program for which you are applying (e.g. Business Boost or EDARG Uninsured Perishable Stock Losses) 	

6 Select Start a Submission.

The screenshot shows the top of the SmartyGrants website. At the top right, it says 'Department of Customer Services, Open Data and Small and Family Business'. Below that, it says 'Not logged in. Login' and 'Current Rounds'. The main heading is 'TEST - EDARG Ingham Perishable Stock Losses'. Below the heading are three buttons: 'Start a submission' (circled in red), 'Preview the form', and 'Download preview form'. Below the buttons is a grey bar that says 'Submissions are now being accepted.' followed by an 'IMPORTANT' notice. The page is divided into sections: 'BEFORE YOU BEGIN', 'NAVIGATING (MOVING THROUGH) THE APPLICATION FORM', 'SAVING YOUR DRAFT APPLICATION', 'SUBMITTING YOUR APPLICATION', 'ATTACHMENTS AND SUPPORT DOCUMENTS', and 'COMPLETING AN APPLICATION IN A GROUP/TEAM'. At the bottom, there are two columns: 'Grant Information' and 'Technical Assistance'.

Department of Customer Services, Open Data and Small and Family Business

Not logged in. [Login](#) Current Rounds

TEST - EDARG Ingham Perishable Stock Losses

[Start a submission](#) [Preview the form](#) [Download preview form](#)

Submissions are now being accepted.

IMPORTANT: Please read the information below to assist you in completing your application online.

BEFORE YOU BEGIN

Welcome to the Exceptional Disaster Assistance Recovery Grant (EDARG) - Ingham and Surrounding Areas Uninsured Perishable Stock Losses online grant application service, powered by [SmartyGrants](#).

- You may begin anywhere in this application form.
- Please ensure you save as you go.
- Need help?
 - Using the online Application form
 - [Help Guide for Applicants](#)
 - [Applicant Frequently Asked Questions \(FAQ's\)](#)
 - Email service@smartygrants.com.au or call +61 3 9320 6888 during business hours (9 am-5 pm, Monday to Friday).
 - Queries about the guidelines, deadlines, or questions in the Application form that the above links don't cover
 - Access the [Small Business Exceptional Assistance Grant Program page](#) on the Business Queensland website to view the Guidelines and Terms and Conditions and check your eligibility.
 - Email disastergrants@desbt.qld.gov.au, quote your submission number and provide screenshots if your query is relating to an online form issue.
 - Contact the Small Business Hotline on 1300 654 687 during business hours.

NAVIGATING (MOVING THROUGH) THE APPLICATION FORM

On every screen (page of the form) you will find a menu linking to every application page. Click the link to jump directly to the page you want.

You can also click 'next page' or 'previous page' on the top or bottom of each page to move forward or backward through the application.

SAVING YOUR DRAFT APPLICATION

If you wish to leave a partially completed application, press 'save and close' and log out. When you log back in and click on the 'My Submissions' link at the top of the screen, you will find a list of any applications you have started or submitted. You can reopen your draft application and start where you left off.

You can also download any application, whether draft or completed, as a PDF. Click on the 'Download PDF' button located at the bottom of the last page of the application form.

Please note: An unsubmitted application will not be assessed for grant funding.

SUBMITTING YOUR APPLICATION

You will find a Review and Submit button at the bottom of the Navigation Panel. You need to review your application before you can submit it.

Once you have reviewed your application you can submit it by clicking on 'Submit' at the top or bottom of the screen or on the navigation panel. You will not be able to submit your application until all the compulsory questions are completed and there are no validation errors.

Once you have submitted your application, no further editing or uploading of support materials is possible.

When you submit your application, you will receive a confirmation email with a copy of your submitted application attached. This will be sent to the email you used to register.

If you do not receive a confirmation of submission email then you should presume that your submission has NOT been submitted.

Hint: also check the email hasn't landed in your spam or junk email folder.

ATTACHMENTS AND SUPPORT DOCUMENTS

You may need to upload/submit attachments to support your application. This is very simple, but requires you to have the documents saved on your computer, or on a storage device.

You need to allow enough time for each file to upload before trying to attach another file. Files can be up to 25MB each; however, we do recommend trying to keep files to a maximum of 5MB - the larger the file, the longer the upload time.

COMPLETING AN APPLICATION IN A GROUP/TEAM

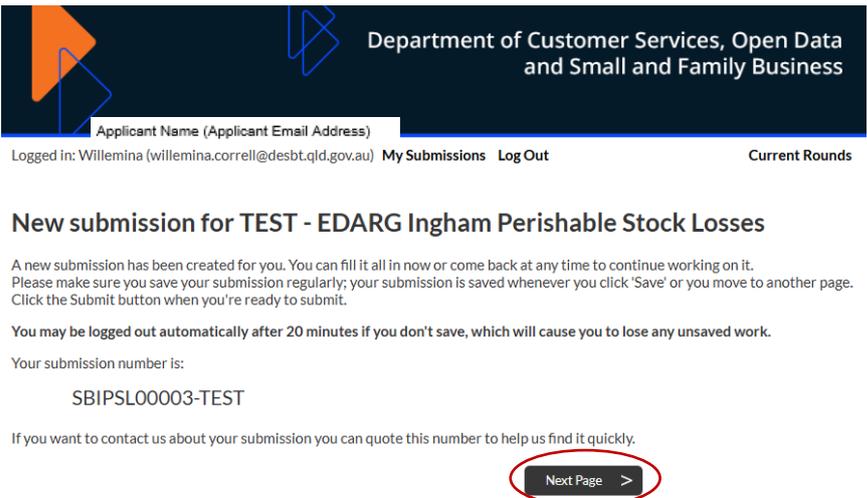
A number of people can work on an application using the same log in details as long as only one person is working at a time. Ensure you save as you go.

SPELL CHECK

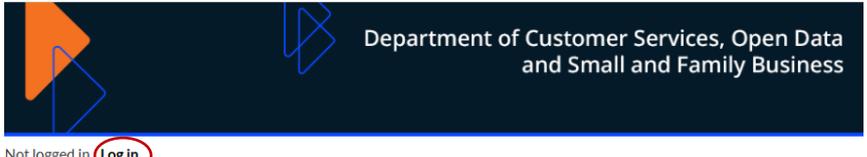
Most internet browsers (including Firefox v2.0 and above; Safari; and Google Chrome) have spell checking facilities built in - you can switch this function on or off by adjusting your browser settings.

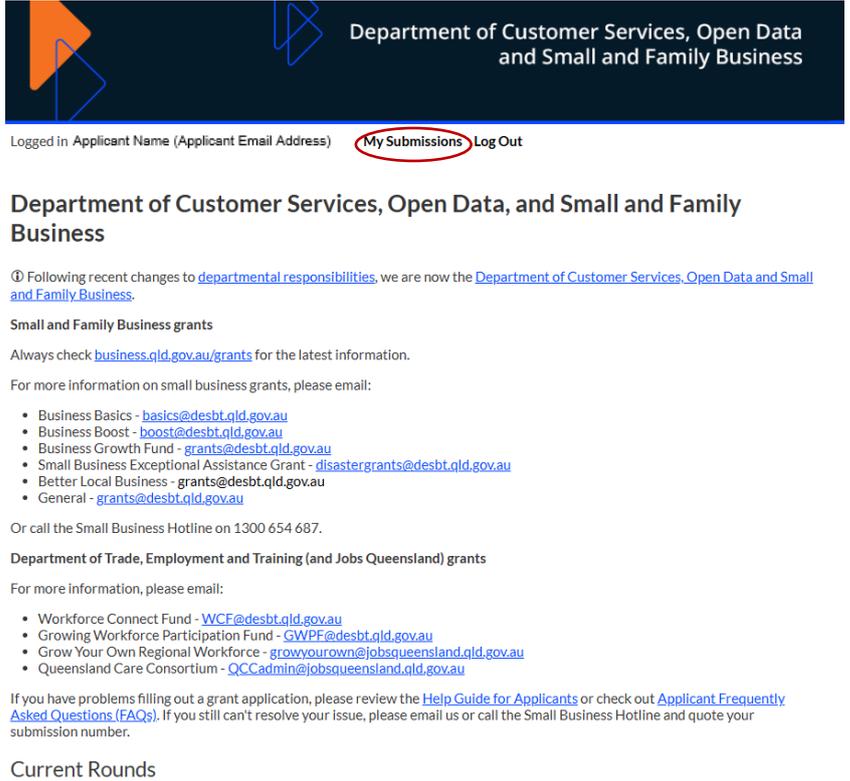
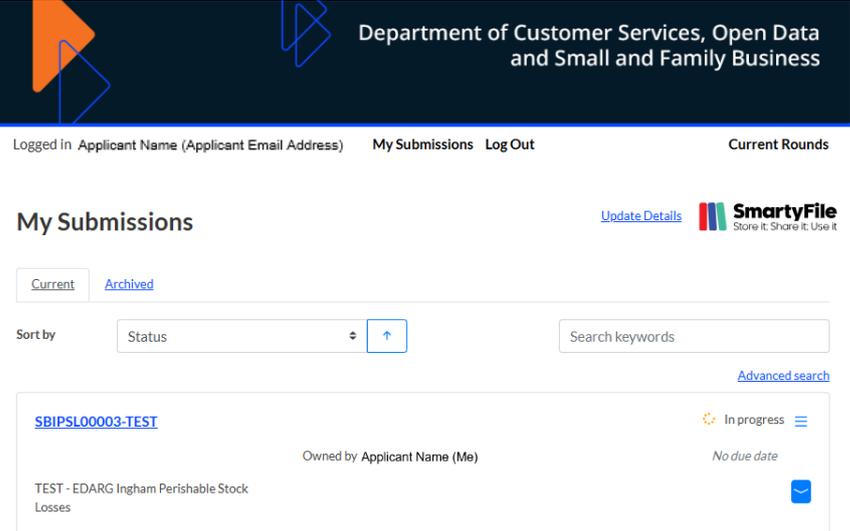
Grant Information
Department of Customer Services, Open Data, and Small and Family Business

Technical Assistance
SmartyGrants
Phone: 03 9320 6888

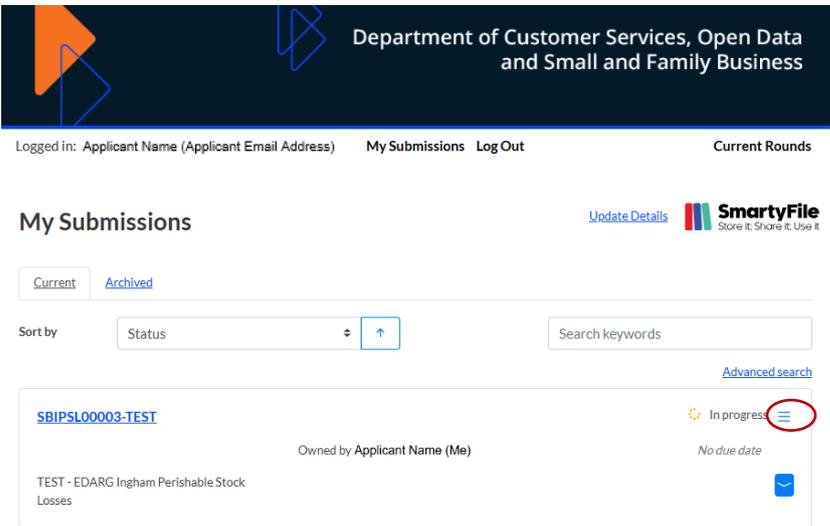
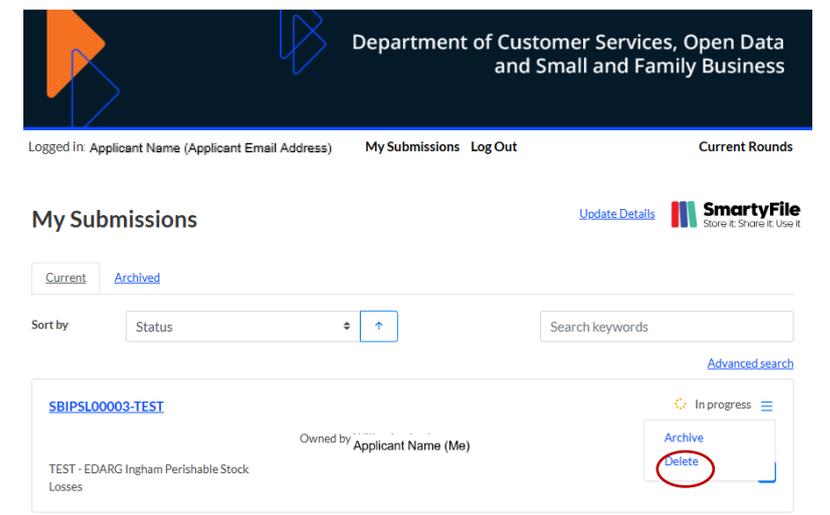
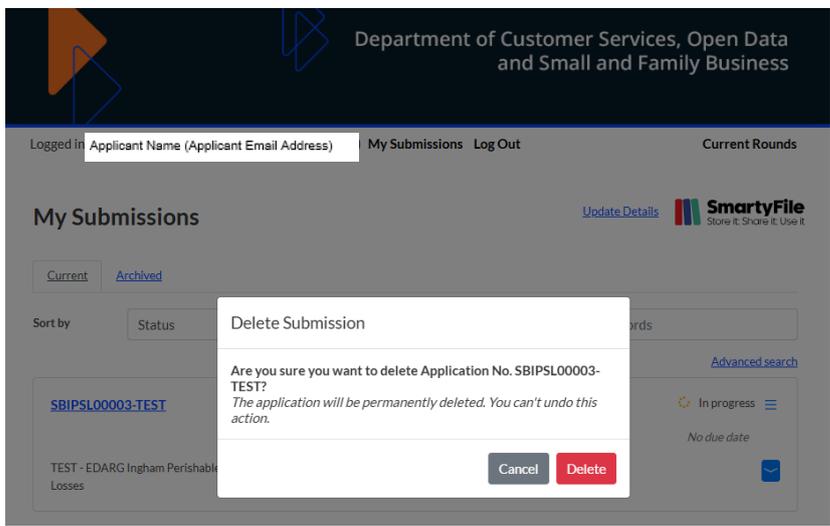
<p>7</p>	<p>On this page:</p> <ul style="list-style-type: none"> Select the Next Page button. <p><i>Note: Selecting Next Page will take you to the application form</i></p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Applicant Name (Applicant Email Address)</p> <p>Logged in: Willemina (willemina.correll@desbt.qld.gov.au) My Submissions Log Out Current Rounds</p> <h3>New submission for TEST - EDARG Ingham Perishable Stock Losses</h3> <p>A new submission has been created for you. You can fill it all in now or come back at any time to continue working on it. Please make sure you save your submission regularly; your submission is saved whenever you click 'Save' or you move to another page. Click the Submit button when you're ready to submit.</p> <p>You may be logged out automatically after 20 minutes if you don't save, which will cause you to lose any unsaved work.</p> <p>Your submission number is:</p> <p>SBIPSL00003-TEST</p> <p>If you want to contact us about your submission you can quote this number to help us find it quickly.</p> <p>Next Page ></p>
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Viewing your application submissions

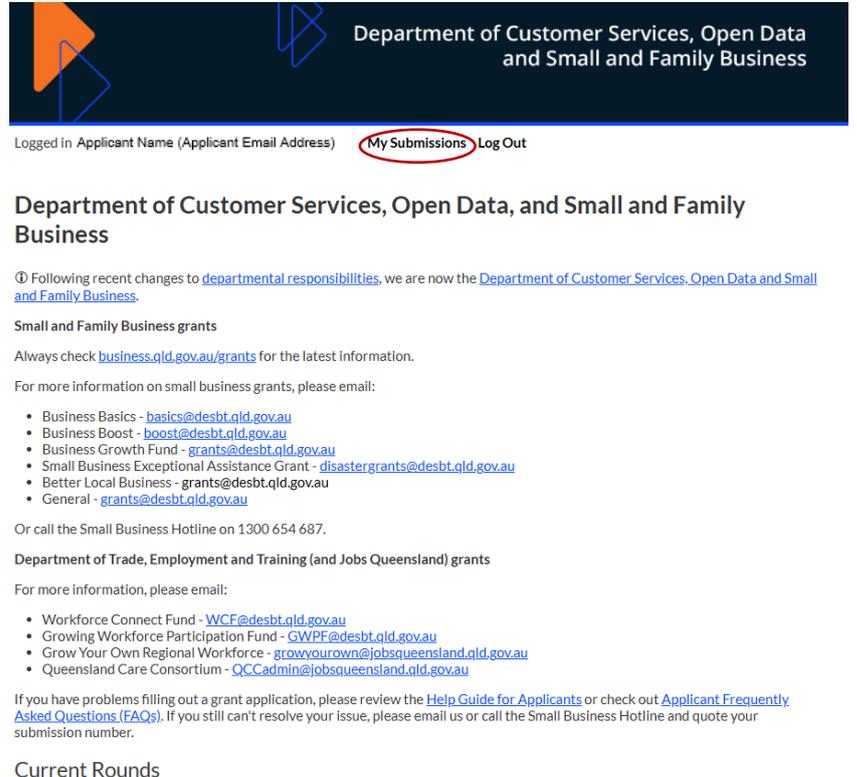
Step	Action	Screen
1	<p>Access the SmartyGrants applicant portal directly through this link</p> <p>https://desbt.smartygrants.com.au/</p>	
2	<p>Click on Log in.</p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Not logged in. Log in</p>

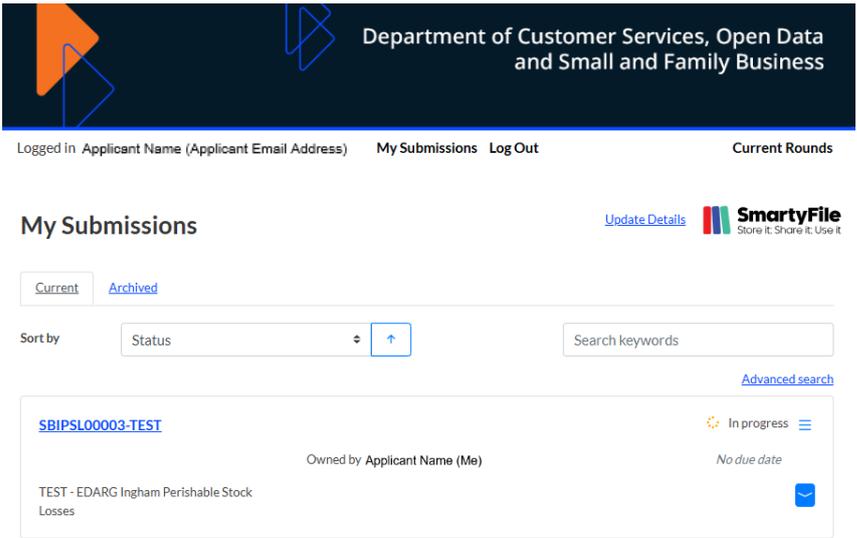
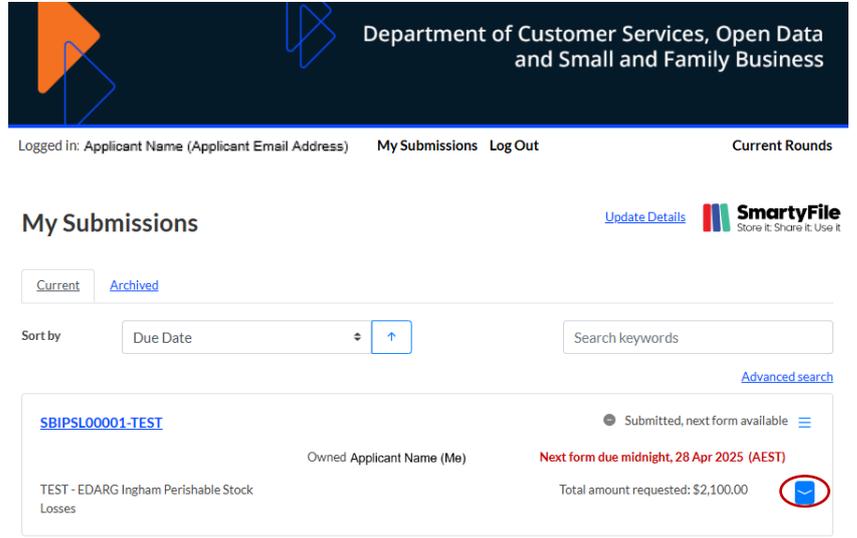
<p>3</p>	<p>Click on My Submissions</p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Logged in Applicant Name (Applicant Email Address) My Submissions Log Out</p> <p>Department of Customer Services, Open Data, and Small and Family Business</p> <p>Following recent changes to departmental responsibilities, we are now the Department of Customer Services, Open Data and Small and Family Business.</p> <p>Small and Family Business grants</p> <p>Always check business.qld.gov.au/grants for the latest information.</p> <p>For more information on small business grants, please email:</p> <ul style="list-style-type: none"> Business Basics - basics@desbt.qld.gov.au Business Boost - boost@desbt.qld.gov.au Business Growth Fund - grants@desbt.qld.gov.au Small Business Exceptional Assistance Grant - disastergrants@desbt.qld.gov.au Better Local Business - grants@desbt.qld.gov.au General - grants@desbt.qld.gov.au <p>Or call the Small Business Hotline on 1300 654 687.</p> <p>Department of Trade, Employment and Training (and Jobs Queensland) grants</p> <p>For more information, please email:</p> <ul style="list-style-type: none"> Workforce Connect Fund - WCF@desbt.qld.gov.au Growing Workforce Participation Fund - GWPF@desbt.qld.gov.au Grow Your Own Regional Workforce - growyourown@jobsqueensland.qld.gov.au Queensland Care Consortium - QCCAdmin@jobsqueensland.qld.gov.au <p>If you have problems filling out a grant application, please review the Help Guide for Applicants or check out Applicant Frequently Asked Questions (FAQs). If you still can't resolve your issue, please email us or call the Small Business Hotline and quote your submission number.</p> <p>Current Rounds</p>
<p>4</p>	<p>This will take you to the page that shows all your application submission</p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Logged in Applicant Name (Applicant Email Address) My Submissions Log Out Current Rounds</p> <p>My Submissions Update Details  SmartyFile Store It. Share It. Use It.</p> <p>Current Archived</p> <p>Sort by Status <input type="text"/> <input type="button" value="↑"/> <input type="text" value="Search keywords"/> Advanced search</p> <p>SBIPSL00003-TEST In progress </p> <p>Owned by Applicant Name (Me) No due date</p> <p>TEST - EDARG Ingham Perishable Stock </p> <p>Losses</p>

Deleting your application submission

Step	Action	Screen
1	<p>Once you are logged into your submissions (see above section) you will see your Small Business Exceptional Assistance grant [SBEAG] application.</p> <ul style="list-style-type: none"> Click the three horizontal lines on the right-hand side of the submission, this will give open up a drop down list. 	
2	<p>Select the Delete option</p>	
3	<p><i>Delete Submission window.</i> A window will pop up confirming if you wish to delete your submission.</p> <ul style="list-style-type: none"> Select the Delete button <p>This will permanently delete your application from the system.</p>	

Accessing other application submission forms

Step	Action	Screen
1	Access the SmartyGrants applicant portal directly through this link https://desbt.smartygrants.com.au/	
2	Click on Log in.	 <p>Not logged in Log in</p>
3	Click on My Submissions	 <p>Logged in Applicant Name (Applicant Email Address) My Submissions Log Out</p> <p>Department of Customer Services, Open Data, and Small and Family Business</p> <p>ⓘ Following recent changes to departmental responsibilities, we are now the Department of Customer Services, Open Data and Small and Family Business.</p> <p>Small and Family Business grants</p> <p>Always check business.qld.gov.au/grants for the latest information.</p> <p>For more information on small business grants, please email:</p> <ul style="list-style-type: none"> • Business Basics - basics@desbt.qld.gov.au • Business Boost - boost@desbt.qld.gov.au • Business Growth Fund - grants@desbt.qld.gov.au • Small Business Exceptional Assistance Grant - disastergrants@desbt.qld.gov.au • Better Local Business - grants@desbt.qld.gov.au • General - grants@desbt.qld.gov.au <p>Or call the Small Business Hotline on 1300 654 687.</p> <p>Department of Trade, Employment and Training (and Jobs Queensland) grants</p> <p>For more information, please email:</p> <ul style="list-style-type: none"> • Workforce Connect Fund - WCF@desbt.qld.gov.au • Growing Workforce Participation Fund - GWPF@desbt.qld.gov.au • Grow Your Own Regional Workforce - growyourown@jobsqueensland.qld.gov.au • Queensland Care Consortium - QCCAdmin@jobsqueensland.qld.gov.au <p>If you have problems filling out a grant application, please review the Help Guide for Applicants or check out Applicant Frequently Asked Questions (FAQs). If you still can't resolve your issue, please email us or call the Small Business Hotline and quote your submission number.</p> <p>Current Rounds</p>

<p>4 This will take you to the page that shows all your application submission</p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Logged in: Applicant Name (Applicant Email Address) My Submissions Log Out Current Rounds</p> <p>My Submissions Update Details SmartyFile Store it. Share it. Use it.</p> <p>Current Archived</p> <p>Sort by Status <input type="button" value="↑"/> Search keywords Advanced search</p> <p>SBIPSL00003-TEST In progress <input type="checkbox"/></p> <p>Owned by Applicant Name (Me) No due date</p> <p>TEST - EDARG Ingham Perishable Stock Losses </p>
<p>5 Click on the arrow to the right of the submission screen. <i>This will open up a list of forms that are attached to your application submission.</i></p>	 <p>Department of Customer Services, Open Data and Small and Family Business</p> <p>Logged in: Applicant Name (Applicant Email Address) My Submissions Log Out Current Rounds</p> <p>My Submissions Update Details SmartyFile Store it. Share it. Use it.</p> <p>Current Archived</p> <p>Sort by Due Date <input type="button" value="↑"/> Search keywords Advanced search</p> <p>SBIPSL00001-TEST Submitted, next form available <input type="checkbox"/></p> <p>Owned Applicant Name (Me) Next form due midnight, 28 Apr 2025 (AEST)</p> <p>TEST - EDARG Ingham Perishable Stock Losses Total amount requested: \$2,100.00 </p>

6 Select the form you are trying to complete by clicking the blue underlined name.
This will open up the form for your completion.

Department of Customer Services, Open Data and Small and Family Business

Logged in: Applicant Name (Applicant Email Address) My Submissions Log Out Current Rounds

My Submissions [Update Details](#) SmartyFile
 Store it. Share it. Use it.

Current Archived

Sort by Due Date Search keywords

[Advanced search](#)

[SBIPSL00001-TEST](#) Submitted, next form available

Owned by Applicant Name (Me) **Next form due midnight, 28 Apr 2025 (AEST)**

TEST - EDARG Ingham Perishable Stock Losses Total amount requested: \$2,100.00

TEST EDARG App old	Submitted 3:01pm, 11 Apr 2025 (AEST)	Submitted
TEST EDARG Acceptance of Funding agreement form	Due midnight, 28 Apr 2025 (AEST)	Not Started