

GENERAL INFORMATION

* indicates a required field

Applications for Round 2

This application is for the calculated levy liability incurred on charitable waste for a previous quarter (**the relevant period**). Applicants must indicate for which quarter they are applying for reimbursement.

IMPORTANT - PLEASE READ THE FOLLOWING INFORMATION BEFORE COMMENCING YOUR APPLICATION ONLINE

BEFORE YOU BEGIN

Welcome to the Department of Environment and Science's (the department) online grant application service for the *Charitable Recyclers Reimbursement Program*.

This program will seek to reimburse the calculated waste levy liability incurred by eligible charitable recycling entities unable to utilise their existing exemption under section 28 of the *Waste Reduction and Recycling Act 2011*.

You are required to read the [Program Guidelines](#) and understand the department's requirements before proceeding with your application.

PROGRAM QUESTIONS

For queries about the guidelines, deadlines, or questions in the form, please contact the Programs Team of the Office of Resource Recovery on (07) 3330 5864 or by email wasteprograms@des.qld.gov.au

You are strongly encouraged to save your application form every five to 10 minutes to reduce the risk of loss of information.

SMARTYGRANTS QUESTIONS

If a technical error occurs, staff at SmartyGrants are available to help you. Contact them on (03) 9320 6888 during business hours or email service@smartygrants.com.au and quote your application number.

Help is available to guide you through using this form - please download the [Help Guide for Applicants](#).

FILLING OUT THE APPLICATION FORM

On the left hand side of every screen, there is a box which links directly to every page of the application form. Click the link to move 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 form.

SAVING YOUR DRAFT APPLICATION FORM

If you want to leave a partially completed application, press 'save' and log out. When you log back in and click the 'My Applications' link at the top of the screen, you will find a list of applications you have started or submitted.

Application Form

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You can re-open your draft application and continue where you left off.

DOWNLOAD DRAFT APPLICATION

You can also download any application, whether in draft form or submitted, as a PDF file. Click on the 'Download' button at the bottom of the application navigation panel.

SUBMITTING YOUR APPLICATION

You will find a 'Review' button at the bottom of the navigation panel. You need to review your application before you submit it. Ensure that all fields and mandatory questions marked with an asterisk '*' are completed.

Once you have reviewed your application, you can submit it by clicking on 'Submit' at the top of the screen or on the navigation panel.

IMPORTANT: Any question marked with an asterisk (*) is mandatory. Failure to answer any of these questions will stop you from being able to complete and submit your application form.

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

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

If you do not receive a 'confirmation of submission' email, then your application has not been received. Review the error message highlighted in red and ensure that all mandatory fields have been completed. You should then be able to successfully submit your application.

ATTACHMENTS AND SUPPORTING DOCUMENTS

You will need to upload attachments to support your application. This is simple but will require you to have the documents saved on your computer, or on a USB stick, or similar.

You will need to allow enough time for each file to upload before trying to attach another file. Files can be up to 25MB each; however files up to a maximum of 5MB are recommended - the larger the file, the longer it takes to attach.

Remember - some requested document fields are mandatory. Failure to attach them will stop you from being able to successfully submit your application form.

If you are not able to attach a document, please contact SmartyGrants on (03) 9320 6888 for technical support.

COMPLETING AN APPLICATION IN A GROUP OR TEAM

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

SPELL CHECK

Most internet browsers (including Firefox v2.0 and above, Safari, and Google Chrome) have spell check functions built in. You can switch this function on or off by adjusting your browser settings.

IMPORTANT: Please ensure that you submit your application once completed. Any unsubmitted applications will not be considered for assessment.

Please confirm you have read the above

- ☐ Yes
☐ No

Application Form

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information before proceeding *

You must answer yes before proceeding to the application.

Have you read the Charitable Recyclers Reimbursement Program guidelines? *

- ☐ Yes
☐ No

If you answered 'no', please stop your application and read the guidelines before proceeding any further.

PRIVACY STATEMENT

The Department of Environment and Science may collect personal information in the application form to assess an Organisation's application for funding and prepare a notification email of approval to confirm if the application is successful or unsuccessful.

All personal information an Organisation provides in this application form, including all attachments, will be routinely provided to the following parties for assessing the application:

- other Queensland Government agencies to assess the application; and
- internal assessment panel members.

Where necessary, information contained in the application may also be provided to the Queensland Minister for Environment and Science and the Minister's members of staff for reporting purposes.

If the application is successful, the following information will be routinely published on the Department of Environment and Science's media platforms:

- Organisation's name;
- Total amount of funding allocated;
- Project location and description; and
- Project outcomes (tonnage).

The Department will only use personal information for this purpose. It will otherwise not be used or disclosed unless authorised or required by law or with consent. Personal information will be handled in accordance with the *Information Privacy Act 2009*.

The grant application and associated documentation is subject to the Right to Information Act 2009. If you wish to access your personal information that is under the control of the department, you may contact [Right to Information Services](#).

If you have any questions or concerns regarding the privacy of your personal information, please [contact us](#).

I have read and accept the Privacy Statement. *

- ☐ Yes

APPLICANT DETAILS

* indicates a required field

APPLICANT DETAILS

Name of applicant organisation *

Organisation Name

Application Form

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Ensure this is the same as on your Certificate of Exempt Waste

Trading name (if applicable)

ABN *

The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity name	
ABN status	
Entity type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information
ACNC Registration	
Tax Concessions	
Main business location	

Must be an ABN

Website address of organisation (if applicable)

Must be a URL

Registered Address *

Address

All fields are required. Country must be Australia

Postal Address *

Address

All fields are required. Country must be Australia

ACCOUNTABLE OFFICER

This person should be a responsible person within your organisation, for example, President, Chief Executive Officer or similar.

Name *

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

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Position in organisation *

Email address *

Must be an email address

Preferred telephone number *

If you are providing a landline, you must include an area code.

Other contact telephone number

If you are providing a landline, you must include an area code.

PREFERRED CONTACT PERSON

Please ensure that this person is aware of the application and able to readily respond to any questions regarding this application. It is preferable the contact person is the registered SmartyGrants user.

It is also recommended that the email address provided be accessible by multiple people within the organisation, such as admin@project.com.au. This ensures that correspondence is readily seen and allows for any changes in staff throughout the duration of the project.

Is the preferred contact person the same as the accountable officer listed above?

*

- ☐ Yes
☐ No

PREFERRED CONTACT PERSON DETAILS

Name

Title

First Name

Last Name

Position in organisation

Email address

For example admin@project.com.au

Preferred telephone number

If you are providing a landline, you must include an area code.

Other contact telephone number

If you are providing a landline, you must include an area code.

ADDITIONAL CONTACT PERSON DETAILS

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Please provide details of an additional person from your organisation who may be contacted about this grant project.

Additional contact person name

Title First Name Last Name

An additional contact person is required in case of the preferred contact person unavailability.

Additional contact person email

Must be an email address

Additional contact person phone number

If you are providing a landline, you must include an area code.

RELEVANT PERIOD, ELIGIBILITY AND CERTIFICATE OF EXEMPT WASTE

* indicates a required field

Relevant Period

Please indicate which quarter this application for reimbursement relates to.

Which quarter does this application relate to? *

1 October 2020 to 31 December 2020

1 January 2021 to 31 March 2021

1 April 2021 to 30 June 2021

1 July 2021 to 30 September 2021

1 October 2021 to 31 December 2021

1 January 2022 to 31 March 2022

1 April 2022 to 30 June 2022

1 July 2022 to 30 September 2022

1 October 2022 to 31 December 2022

1 January 2023 to 31 March 2023

1 April 2023 to 30 June 2023

1 July 2023 to 30 September 2023

1 October 2023 to 31 December 2023

1 January 2024 to 31 March 2024

1 April 2024 to 30 June 2024

Applications can only be made for a previous or concluded quarter.

Eligibility

You must answer yes to all the following questions to be eligible for a reimbursement under the Program.

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Note: If you require any changes to your Certificate of Exempt Waste (such as tonnage limits) please contact the Department **BEFORE** completing this application.

Email: wastelevyapps@des.qld.gov.au

Are you a charitable recycling entity? *

- ☐ Yes
☐ No

Do you hold an approved Certificate of Exempt Waste under section 28 of the Waste Reduction and Recycling Act 2011? *

- ☐ Yes
☐ No

Please enter your Certificate of Exempt Waste code (numbers only). *

Must be a number.

This is located on the first page of your Certificate.

Is this application being submitted by the same legal entity that holds the Certificate of Exempt Waste? *

- ☐ Yes
☐ No

Have you been unable to use your exemption for some or all of your charitable waste? *

- ☐ Yes
☐ No

Do you confirm that the applicant is operating in accordance with conditions of the Certificate of Exempt Waste? *

- ☐ Yes
☐ No

These conditions may include specifying the legal entity that can utilise the exemption, the tonnage limit, the type of waste and the location of the disposal of the waste. Please refer to your Certificate of Exempt Waste for details.

Ineligible for the Program

You have answered "no" to one or more of the eligibility questions and are therefore ineligible for reimbursement under the program.

Please contact the Department if you have any further questions:

(07) 3330 5164

wasteprograms@des.qld.gov.au

Details of Certificate of Exempt Waste

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Which of these waste collection service arrangements best describes your situation? *

- ☐ Our waste is collected only by a commercial waste collection service
- ☐ We self haul our waste

- ☐ Our situation is a mix of commercial waste collection service and self haul

Tick all relevant options.

Please describe why you have been unable to use your Certificate of Exempt Waste. *

Entities holding a Certificate of Exempt Waste are required to use it, if possible. The reimbursement is only for those circumstances where the nature of the waste collection service means the exemption is unable to be accessed.

What is the tonnage limit of your Certificate of Exempt Waste? *

Must be a number.

Found on your Certificate of Exempt Waste.

If known, how many tonnes have you already claimed on your Certificate of Exempt Waste?

Must be a number.

This includes any tonnes previously claimed on your Certificate through the Program or through a waste facility.

Unclaimed tonnes on Certificate of Exempt Waste.

This number/amount is calculated.

Please attached your Certificate of Exempt Waste. *

Attach a file:

REIMBURSEMENT CLAIM AND EVIDENCE

* indicates a required field

Reimbursement Claim

This section relates to the total tonnage of charitable waste disposed which incurred levy liability during the relevant period. Please note in accordance with the *Waste Reduction and Recycling Act 2011*, charitable waste is defined as waste that has been donated to a charitable recycling entity but that can not practicably be re-used, recycled or sold.

The tonnage provided below must be supported by evidence that will be assessed by the Department.

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Provide the total tonnes of levy liable charitable waste for the relevant period below. Please note, if tonnage is not available on your invoice, you will be able to convert volume to tonnage by completing the data sheet required in Section 2.

What is the total tonnage of charitable waste disposed during the relevant period that resulted in the waste levy being charged? *

Must be a number.

This is the tonnage of waste you wish to claim reimbursement for in this application. This must not exceed the tonnage limit as per your Certificate of Exempt Waste.

Please contact the Department if you require assistance with the calculation of tonnage or if an alternative calculation is preferred.

Please note that applicants can only claim up to the tonnage limit on their Certificate of Exempt Waste.

In the instance where the tonnage limit of the Certificate of Exempt waste is exceeded by cumulative claims under this Program, the Department will cap reimbursement at the limit of the Certificate of Exempt Waste. The applicant must then apply for a new Certificate of Exempt Waste with an updated tonnage limit. Tonnages cannot be claimed retrospectively through this Program.

Evidence

The Department requires evidence of the charitable waste disposed that has incurred levy liability during the relevant period. The evidence **must** include:

- invoices that demonstrate the tonnage or volume of charitable waste disposed that has incurred levy liability; and
- a completed data sheet (template provided on the [Department's website](#)).

If you are unable to provide invoices that demonstrate the tonnage or volume of charitable waste disposed for the relevant period, please contact the Department.

Phone: (07) 3330 5164

Email: wasteprograms@des.qld.gov.au

Note: The waste levy reimbursement will only be provided for the amount of charitable waste for which sufficient evidence can be provided. Other waste management costs such as collection costs, transport costs or gate fees, are not eligible under the Program.

Note: When uploading the completed data sheet, ensure that all entries are referenced with the relevant invoice. This will simplify the assessment process for the Department.

Please attach the completed data sheet. *

Attach a file:

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Please attach all invoices to validate the tonnages claimed for the relevant period. *

Attach a file:

Use an appropriate naming convention for the invoices.

If applicable, please include any explanatory comments relating to the data sheet or invoices.

Are there any locations to which the above claim relates that have not been listed under a previous application? For new applicants, please answer YES. *

- ☐ Yes
☐ No

If this is your first time applying for the reimbursement, you must answer yes.

Locations

The applicant is required to list all locations to which the above claim relates- that is, where the charitable waste was collected or generated. These locations must be supported by evidence from invoices.

Please list all physical addresses from where the charitable waste was collected for this claim.

Address

Address Line 1, Suburb/Town, State/Province, and Postcode are required.

Claim Declaration

I confirm that the organisation is operating in accordance with conditions of its Certificate of Exempt Waste.

I confirm that:

- the claimed amount is for actual tonnages of waste disposed of as approved under the Certificate of Exempt Waste;
- the tonnage has not already been claimed under the Certificate of Exempt Waste;
- the tonnage does not exceed the approved amount under the Certificate of Exempt Waste;
- the claim is only for waste types approved under the Certificate of Exempt Waste; and
- the claim is for tonnages disposed during **the relevant period**.

I agree to the above *

- ☐ Yes

☐ No

Reimbursement Arrangements

If an applicant qualifies for reimbursement, the Department may request the following information:

- A bank statement;
- A letter from the applicant on letterhead providing the following details:
 - legal entity name;
 - ABN;
 - business address;
 - phone number;
 - email address; and
 - bank account details;
- A valid tax invoice for the approved reimbursement amount made out to the Department of Environment and Science.

I confirm that I have read and acknowledge these additional requirements. *

☐ Yes

DECLARATION

*** indicates a required field**

CONFLICT OF INTEREST

Does this project have any real or perceived conflict of interest that you are aware of? If 'yes' please provide details below, otherwise write 'No'. *

A conflict of interest exists in instances where a successful applicant has, or could be perceived to have, an interest (whether personal, financial or otherwise) which conflicts or which may reasonably be perceived as conflicting with the recipient's ability to meet the requirements and obligations of the project fairly, objectively and independently. A conflict of interest may relate to land ownership, salaries, contractor payments or source of project supplies.

Terms and Conditions

The following terms and conditions will apply to the reimbursement if the application is approved.

1. The Department reserves the right to withdraw the Program or make changes at any time. Any changes to the Program will be publicly advertised on the Queensland Government website at [The Charitable Recyclers Reimbursement Program | Environment, land and water | Queensland Government \(www.qld.gov.au\)](http://www.qld.gov.au)

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2. The Department will provide the Organisation with the Approved Funding, within 10 Business Days of the date of the Notification.

3. Any payment to the Organisation by the Department is not an admission or acceptance by the Department that the Organisation has complied with the Funding Agreement.

4. Payment of the Approved Funding is subject to and conditional upon the Organisation being compliant as at the due date for payment of the Approved Funding under clause 2, with:

- a. the Program Guidelines;
- b. all requirements of current grant arrangements with the Department; and
- c. all requirements of the Office of Fair Trading (where the Organisation is incorporated under the relevant State association legislation).

5. The Funding Agreement commences on the date of the Notification and ends on the next Business Day after the Approved Funds are deposited into the Organisation's bank account, unless terminated earlier in accordance with clauses 19 or 20.

6. The Organisation warrants that it is an Eligible Organisation, and that the person applying is authorised to do so on behalf of the Organisation.

7. Payment will be made by electronic transfer in accordance with the bank account details provided in the application. It is the Organisation's responsibility to notify the Department of any changes to its bank details by providing either a bank statement which details the Organisation's account information or a letter from the financial institution with details of the Organisation's account for the payment of the Approved Funding.

8. The Organisation agrees to:

- a. keep accurate records and accounts of expenditure of the Approved Funding;
- b. use the Approved Funding in a way to ensure value for money, transparency and accountability of public funds;
- c. acknowledge the Queensland Government's funding contribution in accordance with the requirements provided by the Department (if any);
- d. maintain public liability insurance for a sum of not less than \$20 million for any one event and workers compensation for a sum as required by law. Certificates of Currency must be provided at any time upon the request of the Department;
- e. keep all records relating to the Approved Project for a period of seven years, and permit the Department access to such records for audit purposes, for any reasonable time;
- f. provide to the Department all information as requested by the Department, in relation to the Approved Project and Approved Funding; and
- g. comply with all relevant Acts, subordinate legislation and lawful requirements in carrying out the Approved Project.

9. The Organisation agrees to release, discharge, indemnify and keep indemnified the State of Queensland, its employees and agents from and against any loss, damages, claims, legal costs, expenses and costs arising from:

- a. the Approved Project;
- b. the Organisation's non-compliance with the Funding Agreement;
- c. any negligent act or omission or wilful misconduct by the Organisation, its employees, contractors, volunteers, agents or other authorised representatives;
- d. contravention by the Organisation of any Commonwealth, State or local law;

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e. the death, injury, loss or damage to any person; or

f. an actual breach of any third party's intellectual property rights or moral rights.

10. The Organisation agrees that the Department may disclose the following information (including, without limitation, the Organisation's confidential information), to third parties or advisers:

a. some or all of the information (including without limitation, photographs, where applicable) contained in the application form, to publicise funding arrangements and programs of the Department; or

b. the Organisation's general details and information concerning the Approved Project, to publicise funding arrangements and programs of the Department; or

c. any information, for the purposes of undertaking an audit or an evaluation of the Funding Agreement or the Program.

11. Ownership of all intellectual property rights in all material the Organisation creates pursuant to the Approved Project (**'the Material'**) vests in the Organisation.

12. The Organisation grants the Department a perpetual, irrevocable, royalty-free, worldwide and non-exclusive licence (including a right to sub-licence) to use, communicate, reproduce, publish, adapt, and modify, the Material for any purpose.

13. The Approved Funding is exclusive of Goods and Services Tax or similar tax, levy or impost imposed by the Commonwealth ('GST').

14. Where the Organisation is registered for GST:

a. the Department will pay the Organisation the GST amount at the same time as paying the Approved Funding;

b. the Organisation agrees to allow the Department to issue the Organisation with a Recipient Created Tax Invoice (RCTI) in respect of GST applicable to the Approved Funding. The following requirements will apply for the duration of the Funding Agreement:

i. the Department can issue the Organisation with an RCTI in respect of the supplies;

ii. the Organisation will not issue tax invoices in respect of the supplies for which the Department issues RCTIs;

iii. the Organisation acknowledges that it is registered for GST and agrees to notify the Department if the Organisation ceases to be registered;

iv. the Department acknowledges that it is registered for GST and agrees to notify the Organisation if the Department ceases to be registered for GST;

v. by fulfilling all these conditions the Department will issue a RCTI upon each payment made to the Organisation under the Funding Agreement; and

vi. both parties to this supply agree that they are parties to an RCTI agreement as outlined in GSTR2000/10.

15. The Organisation will be in breach of the Funding Agreement and the Department may suspend or terminate the Funding Agreement if the Organisation:

a. does not comply, to the Department's satisfaction, with a notice to remedy a default (within the timeframe specified in the notice) of any provision in the Funding Agreement;

b. becomes insolvent, enters into external administration, is wound up (except if the stay on enforcing rights under Part 5.1 of the *Corporations Act 2001* (Cth) applies), or in the Department's opinion, suffers financial distress which may have an adverse effect on the Organisation's ability to complete the Approved Project; or

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c. is no longer eligible to receive the funding, including without limitation, if the Organisation is no longer an Eligible Organisation.

16. Either party may terminate the Funding Agreement for any reason, on the provision of one month's written notice to the other party. If the Funding Agreement is terminated under this clause 20, neither party will have any liability to pay the reasonable costs of the other party in relation to the termination.

17. If the Funding Agreement is terminated under clause 19 or 20, the Organisation agrees to comply, to the Department's satisfaction, with the requirements specified in any notice given by the Department, including any directions regarding the return of any unspent part of the Approved Funding.

18. General

a. No rights under the Funding Agreement will be waived except by notice in writing signed by each party.

b. The Approved Project and the Funding Agreement are governed by the laws of the State of Queensland.

c. All notices under the Funding Agreement must be in writing and may be delivered by hand, pre-paid post, or fax to the other party, unless a specific mode of delivery is specified by either party (except email). In the case of the Organisation, notices are to be provided to the Accountable Officer in the application form.

d. The Funding Agreement may only be varied by:

i. a document signed by or on behalf of each party;

ii. an email exchange between the parties using the following email addresses: for the Organisation as specified in the Organisation's login; and for the Department being wasteprograms@des.qld.gov.au (or other email address as notified in writing). The *Electronic Transactions (Queensland) Act 2001* specifies applicable rules for time of dispatch (s23), time of receipt (s24), and place of dispatch and receipt (s25), which will apply unless otherwise agreed between the parties; or

iii. a Department approved application through the Department's Smarty Grants system.

e. If any provision of the Funding Agreement is held to be illegal or unenforceable, the provision will be severed from the Funding Agreement and the remaining provisions will govern the relationship of the parties.

f. Clauses 11, 12, 13, 14 and 16 will survive expiration or termination of the Funding Agreement.

g. The use of the word 'includes' in any form, is not a word of limitation.

19. If there is any ambiguity in or inconsistency between the various parts of the Funding Agreement, the following order of precedence applies to resolve the ambiguity or inconsistency:

a. the Notification;

b. these Funding Terms and Conditions;

c. the application form; and

d. the Program Guidelines.

20. The following definitions apply to these conditions:

a. **'Approved Funding'** means that amount as stipulated in the Notification.

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- b. **'Approved Project'** means the project as described in the application that is not an Ineligible Project.
- c. **'Business Day'** means a day which is not a Saturday, Sunday or public holiday in Brisbane, Queensland.
- d. **'Department'** means the State of Queensland acting through the Department of Environment and Science.
- e. **'Eligible Organisation'** means an organisation that meets the eligibility criteria specified the Program Guidelines.
- f. **'Funding Agreement'** means the application form, the Notification, these Funding Terms and Conditions and the Program Guidelines.
- g. **'Ineligible Project'** means those items listed in the Program Guidelines as being ineligible for funding and any items not related to the Approved Project or deemed by the Department as ineligible.
- h. **'Notification'** means an email from the Department's SmartyGrants portal notifying the Organisation that it has been successful in its application.
- i. **'Organisation'** means the organisation specified in the application form which has been approved by the Notification to receive funding under the Program.
- j. **'Program'** means the Charitable Recyclers Reimbursement Program.
- k. **'Program Guidelines'** means the Charitable Recyclers Reimbursement Program available on the [Department's website](#).

DECLARATION

I declare that all information provided in this application is true and correct and no information is false or misleading.

I am authorised by my group/organisation to complete this form.

I agree that the Department of Environment and Science does not accept any liability for the project.

I have the written agreement of all parties identified in the application to include their details within the proposal.

I understand that information provided in this project proposal may be disclosed to internal and external parties as required to undertake assessment of the application in accordance with the program guidelines.

I declare that I have, or will obtain written approvals from landholders and understand that written approvals are a pre-requisite to receiving any funding for the project.

I declare that I have, or will request all necessary Commonwealth, State and Local planning permits and any other permits and approvals required to undertake this project and understand that such permits and approvals are a pre-requisite to receiving any funding for the project.

I have read and accept the Privacy Statement.

I agree to the above * ☐ Yes

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**Name of applicant
accountable officer ***

Title

First Name

Last Name

**Position of applicant
accountable officer ***

FEEDBACK

Please note that this page is not mandatory. However, any feedback provided that could assist with administering the grants program and improving user experience would be appreciated.

How did you find out about this grant program?

- ☐ DES Facebook page
- ☐ Email alert from DES
- ☐ DES website
- ☐ Peak body
- ☐ Media release

How long did it take you/your organisation to complete this form?

- ☐ Less than 2 hours
- ☐ 2-5 hours
- ☐ 5-10 hours
- ☐ More than 10 hours

How straightforward was completing this application form?

- ☐ Very straightforward
- ☐ Somewhat straightforward
- ☐ Somewhat difficult
- ☐ Very difficult

Is there any other feedback you would like to share with the department, such as how we could improve the application process?