



Further Information Requests Procedure- CQR

Introduction

This procedure sets out how the Grants Team will manage all Further Information Requests. It explains the steps, timeframes and responsibilities for both applicants and staff. This approach ensures we treat all applicants the same and follow a fair, transparent and consistent process in line with our assessment framework and governance. Following this process helps maintain integrity, reduces delays, and supports clear and accountable decision-making across all grant rounds.

Summary:

- Using CQR FIR procedure
- Email Applicant using relevant letter (Eligibility or Assessment)
- Add Relevant Form (Eligibility Assessment)

1. When to Issue a Further Information Request

A Further Information Request (FIR) is issued when:

- Required documents are missing
- Information provided is unclear or incomplete
- Additional clarification is needed to verify eligibility or assess application fairly

2. Timeframe for Applicants

Eligibility Assessment

- Applicants must respond within 3 business days.
- This timeframe must be stated clearly in the request email.

Assessment

- Applicant must respond within 3 Business days

3. Extensions

- Extensions are not offered unless there are *exceptional circumstances*.
- Any extension must be approved by the Grants Manager.
- Examples of exceptional circumstances include natural disasters, system outages or serious health events.

General delays, staffing issues, or missing documents are not valid reasons for an extension.

4. No Response Within Allocated Period

If the applicant does not provide the requested information within the timeframe:

1. Application is assessed with information provided.
2. Prepare the recommended outcome for Manager review, as per governance requirements.

5. SmartyGrants Procedure to Send FIR

- a) Confirm Standard Responses have been used [TEMPLATE CQR3 - Responses for assessment - CQR.docx](#)
- b) Submit Assessment Form
- c) Open Contact Tab

Application CQR2118

Standard Fields Application Assessment Decision Acquittal Variation Administration **Contacts** Files History

- d) Identify Applicant Contact Person and "Send Email"

Mr Steven Thompson

Create File Note Send Email Options ▼

Applicant Contact Person

Organisation Sunset Plumbing NT Pty Ltd

Position Director

Phone 0456 352 889 Primary

Email info@sunsetplumbingnt.com

Primary

- e) Change Reply-To Address to "grants@aboriginalinvestment.org.au"

Step 1: Compose Email
Cancel Next

From

<noreply@smartygrants.com.au>
150 characters maximum.

Reply-To Address

To

Cc

Separate multiple email addresses with a comma.

Bcc

Separate multiple email addresses with a comma.

Subject

Related Application

Email Contents

f) Insert Template for email purpose

Select an Email Template
✕

Name	Description
Conditionally Approved	
Executed Funding Agreement	
Executed Funding Agreement Return	Sent to Applicant after Agreement signed by both parties.
Final Funding Agreement	
Further Information Request	
Important Update on your Grant Application	PLEASE UPDATE EMAIL SUBJECT FIELD BEFORE SENDING
Legacy Acquittal FIR	Add in the grant number in the subject line and the issues that the grantee needs to address.

Please select an Email Template to insert.

Cancel Use Template

g) Choose Attachments

Step 3: Review and Send
Cancel Back Send

From Aboriginal Investment NT <noreply@smartygrants.com.au>

Reply To Address kate.townsend@aboriginalinvestment.org.au

To info@sunsetplumbingnt.com

Cc

Bcc

Subject Aboriginal Investment NT Grant - Further Information Required

Related Application [BR3244](#)

Email Contents Hello, [Show more...](#)

Please find attached an important update regarding your Aboriginal Investment NT Grant Application

Attached Reports:

Filename	Size	Template	Status
Business Grants Eligibility - Further Information Required.pdf	144.8 kB	View	✓ Completed

- i. For Report Form “Add template called **CQR FIR Required Letter** which corresponds to Form and purpose of letter.

Step 2: Choose Attachments
Cancel Back Next

Attached Files

File Name	Size	Actions
There are no attached files uploaded.		

Attach a file: Choose Files No file chosen

Maximum file size allowed is 2MB

Attached Reports

Template Name	Format	Actions
There are no attached reports to generate.		

Choose report template Add Template

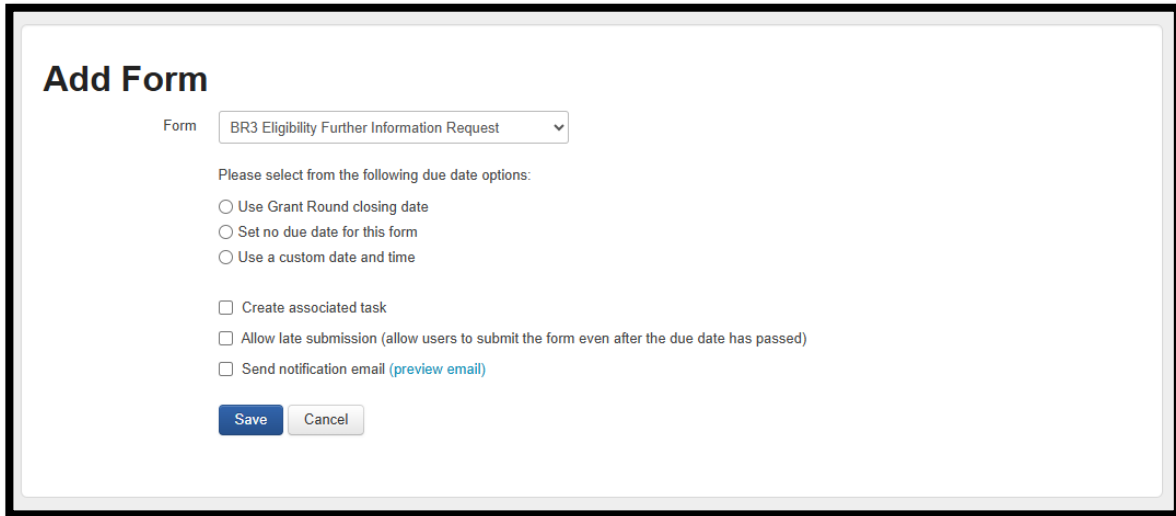
- ii. Change form to PDF

Attached Reports	Template Name	Format	Actions
	Business Grants Eligibility - Further Information Required	PDF	Remove

Choose report template Business Grants Eligibility - Further Inforr Add Template

- h) Check email body, and attachment are correct before sending. Download attachment and ensure it has brought the FIR letter content across correctly from your assessment form.

- i) In Application Tab add relevant Further Information Request Form (according to the Stage of Assessment).



- j) Select "Use Custom Add and add appropriate duration"
- a. 3 Days for Eligibility Request
 - b. 3 Days for Assessment Request
- k) Select "Send notification"
- l) Change Application **Stage** to appropriate stage "FIR Requested"

Updated 7 July 2026