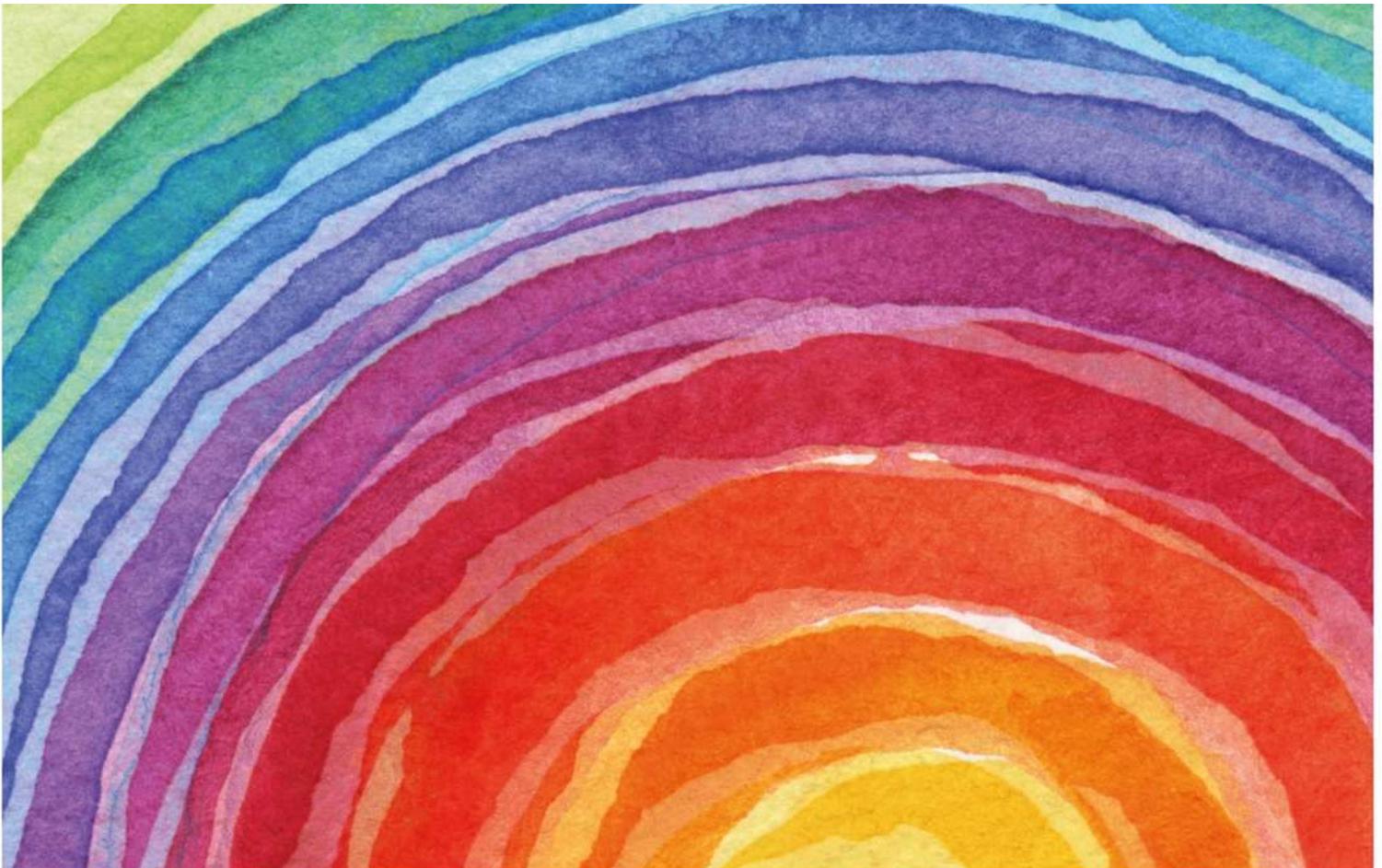Early Years Services – Claims and Payments

QGrants User Guide

Queensland Government

Introduction

QGrants is a grants management system (GMS) that operates as the portal for applying and managing Early Years Services grants. QGrants user guides are available on the Department of Education (the department) website for all key functions including:

1. Registering organisations and contacts

2. Lodging an application for funding

3. Submitting a claim to provide a report or receive a payment

4. Managing your information and contacts

QGrants user guide – Claims and Payments explains:

- how to submit a claim;

- updating bank details; and

- how to check for payments received.

All Early Years Services funded by the department are required to use QGrants to submit a claim before a funding payment will be released. A claim should include all documentation requested as part of your Service Agreement; for example: Periodic Performance Reports (PPRs), Periodic Financial Returns (PFRs) and Audit Statements. Claims should be submitted in accordance with timeframes agreed in your Service Agreement (e.g. annual, six monthly).

Please note you will not be able to submit a claim for your organisation unless you are correctly registered in QGrants. The QGrants Registration Guide can be accessed at: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants

If you require assistance at any time, please call 13 QGOV (13 7468) or email eys@qed.qld.gov.au. If you require assistance regarding a financial query, please call 07 3513 6740.

Security warning for banking details

Contact Officers linked to an Organisation's account will be able to change the organisation's banking details through the claim process. If a bank account is changed, all Contact Officers linked to the Organisation account will be notified of this change.

How to lodge a claim in QGrants

If your organisation is registered in QGrants you can submit the reports outlined in your Service Agreement. This process can be completed by either the Authorised Officer or Contact Officer(s) linked to your QGrants Applicant (Legal Entity) Account.

Note: Contact Officers submitting claims on behalf of an Authorised Officer will be able to change the organisation's banking details. If a bank account is changed, all Contact Officers linked to the Organisation account will be notified of this change.

- Log into QGrants using your account name and password at https://qgrants.osr.qld.gov.au/portal.

    o If you have forgotten your password, please use the password reset function on the homepage.

- From the home screen, please select the 'Claims and Reports' tab. This section lists upcoming claims for all Service Agreements and associated schedules you have with the department for an Early Years Services grant.

- Click on the 'Submit Now' button. If this button is 'greyed' out and cannot be selected, then your claim is not yet due. Claims can usually be submitted the first business day after the end of the reporting period. Please call 13 QGOV (13 7468) or email eys@qed.qld.gov.au for further queries.

- An eight step claim process will begin. Note each screen contains 'Help' text which will assist you in completing questions.

Step 1 – Claim period

- The claim period for the claim will usually be automatically prepopulated. However, if you have multiple late claims, you may need to click on the drop down box to select the correct claim period.

- If your GST status has changed, please select correct status from the drop down box, otherwise leave blank.

- Click 'Next' to continue.

Step 2 – Expenses

- Please enter the amount expended (exclusive of GST) during the claim period for each of the relevant budget fields listed below. Please skip any fields where funds haven't been expended.

- Please note, expenditure patterns should broadly align with the budget agreed in your Service Agreement. A description of each of the expense fields is provided below:

  - Employee Budget – Salaries and wages, annual leave, fringe benefits tax, long service leave, salary sacrifice, sick leave, superannuation, termination payments, workers compensation and salaries – other.

  - Operating Budget – Administrative, property and energy, motor vehicle recurrent costs, travel and training and client related costs.

    - **Administrative –** Accounting Fees, Advertising and Promotion, Audit Fees, Bank Charges & Fees, Computer Expenses, Consultancy Fees, Fees and Permits, Insurance-General, Insurance-Public Liability, Insurance-Professional Indemnity, Insurance-Volunteers, Postage, Freight & Courier, Printing and Stationery, Publications and Information Resources, Telephone and Fax charges.

    - **Property & Energy –** Cleaning, Equipment Hire/Lease, Property Management Fees, Rates and Taxes, Rates Rental Property, Rent, Rent-Rental Properties, Repairs and Maintenance Equipment, Repairs and Maintenance Rental Property, Security Expenses, Staff Amenities, Tenancy & Property Supplies and Services, Utilities.

    - **Motor Vehicle Fuel and Oil –** Repairs and Maintenance, Motor vehicle Insurance Premium, Registration, Motor vehicle Lease Payments.

    - **Travel & Training –** Employment Support and Supervision Costs, Training and Development Staff, Travel and Accommodation Staff.

    - **Client Related Costs –** Client Support Costs, Client Support Consumables

  - Organisation Budget – Auspice fees, business planning costs, management fees, meeting expenses and volunteer costs.

  - Non-Recurrent Budget – Assets more than $5,000.

  - Capital – Any costs relating to the upgrade or construction of a facility.

- Click 'Next' to continue.

Please enter amount expended this period	
Recurrent Funding	
Employee Expenses ($)	0.00
Operating Expenses ($)	0.00
Organisational Expenses ($)	0.00
Non-Recurrent Funding	
Non-Recurrent Expenses ($)	0.00
Capital Expenses ($)	0.00

Saving to drafts

- Please note, Step 2 is the first step where you can save your claim as a DRAFT. Please click 'Draft Save' at any point during Steps 2 to 7 to ensure your work is saved. If you click 'Exit' without saving, your work will be lost.

Step 3 – Insurance / Purpose

- Please enter your insurance details and service operation details.

- In the 'Value of Insurance Coverage' section, please use full numerical dollar amounts but do not include a $ symbol. Please note that an 8 digit number only can be entered. If your insurance exceeds 8 digits e.g. $100,000,000, please enter the minimum value required by the department which is $10,000,000.

- Please note, the 'Claim Purpose' only needs to be completed for organisations which have not operated a service for the purpose of the claim - for example, if they are in an establishment period or the claim is for the purchase of an asset.

Step 4 – Questionnaire

Please include performance data collected for the reporting period. Note, each funding category has different measures they are required to collect.

- Please enter the data you have collected during the reporting period for which you are claiming. Your performance measures are outlined in your Service Agreement. Further information on performance measures can also be found in the category resources available on the department's website at: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/early-years-services-funding/category-resources.

- Data for performance measures not listed in this section should be recorded and submitted using the Periodic Performance Report template and attached to the claim in Step 5.

- Please note that '0' is an accepted value. All questions must be completed to progress your claim.

- Click 'Next' to continue.

1	2	3	4	5	6	7	8
Claim Period	Expenses	Insurance/Purpose	Questionnaire	Reports	Bank Details	Declaration	Summary

‹ Prev   Next ›   Exit

Achieving Results for Children in Queensland

Help

Please provide data collected for the period for the following performance measures:

How Much?

For the below measures, enter numbers for the reporting period of this claim (e.g. annual or six monthly), refer to your service agreement reporting requirements:

1. Total number of all children for this reporting period

   [0]

2. Total number of children from culturally diverse backgrounds CALD

   [0]

3. Total number of children who identified as Aboriginal and/or Torres Strait Islander

   [0]

Please include data collected for the period for the performance measures outlined in your funding contract.

Data for measures not listed should be recorded in a Periodic Performance Report template and attached to this claim in Step 5.

For more details on performance measures definitions and counting rules, please refer to the Guidelines.

For assistance in completing the claim process please call 13 QGOV (13 74 68) or email eys@qed.qld.gov.au.

For assistance regarding a financial query, please call 07 3513 6740.

Step 5 – Reports

- Please upload all reports relevant to your claim for this reporting period. These will be outlined in your Service Agreement and may include one of the following: Periodic Performance Reports – Qualitative reports (Story behind the data and case studies), Financial Accountability Form – Annual Financial Return, Financial Accountability Forms – Periodic Financial Returns.

- Please note templates for financial reports are provided on the departments website at: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants

- Templates for performance reports are specific to each Funding Category and can be found under category resources available on the department's website: https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/early-years-services-funding/category-resources

- Under Specified Attachments, click 'Upload' to attach the first document. Please note only **one** document can be uploaded under Specified Attachments. All subsequent documents should be uploaded under Optional Attachments. PDF is the preferred format.

- NOTE: If all reports requested as part of your organisation's Service Agreement are not attached, the claim cannot be processed.

- Click 'Next' to continue.

Specified Attachments

	Description	File Name	Action	Delete
*	Claim Form		⬆ Upload	🗑 Delete

Optional Attachments

⬆ Upload | 🗑 Delete

Description	File Name
ℹ Click "upload" to attach documents	

Step 6 – Bank details

- When submitting a claim for the first time, you will be required to enter your organisation's bank details. Click on the 'Create New Bank Account' button to nominate your organisation's banking details (i.e. BSB, Account No. and Account Name).

- Any bank accounts entered into QGrants for your organisation will be automatically populated during this step. Please note, you can edit bank account details previously provided by clicking on the 'Edit' button.

- Should you have more than one bank account, then multiple bank accounts can be entered. However, only one bank account can be selected for each payment.

- Click on the bank account for the claim and click 'Next' to continue.

Note: Contact Officers submitting applications on behalf of an Authorised Officer will be able to change the organisation's banking details. If a bank account is changed, all Contact Officers linked to an Organisation account will be notified of this change.

Step 7 – Declaration

- Review the terms and conditions and click on the box to complete the declaration.

- Click 'Next' to continue.

Step 8 – Summary

- Review your claim and from the summary screen, click 'Submit' to generate a summary of your claim information.
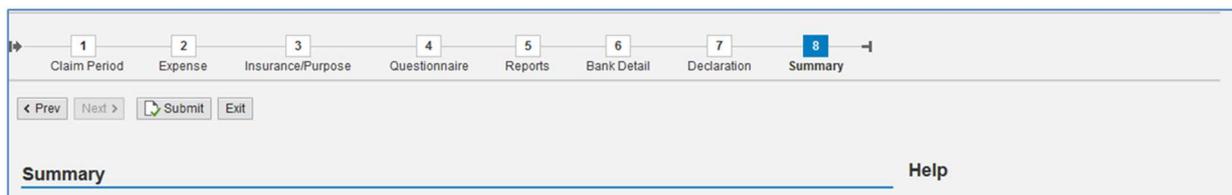

- Please note, you will not be able to edit your claim once you have clicked 'Submit'. If you need to change any aspect of your claim, please call **13 QGOV (13 7468)** or email eys@qed.qld.gov.au. If you require assistance regarding a financial query, please call **07 3513 6740**. If required, the department can change the status of a claim to enable you to include more information.

- Please save a copy of the summary report for your own records.

- Select 'Exit' from the top right side of the screen. You will now return to the Accounts page of QGrants.
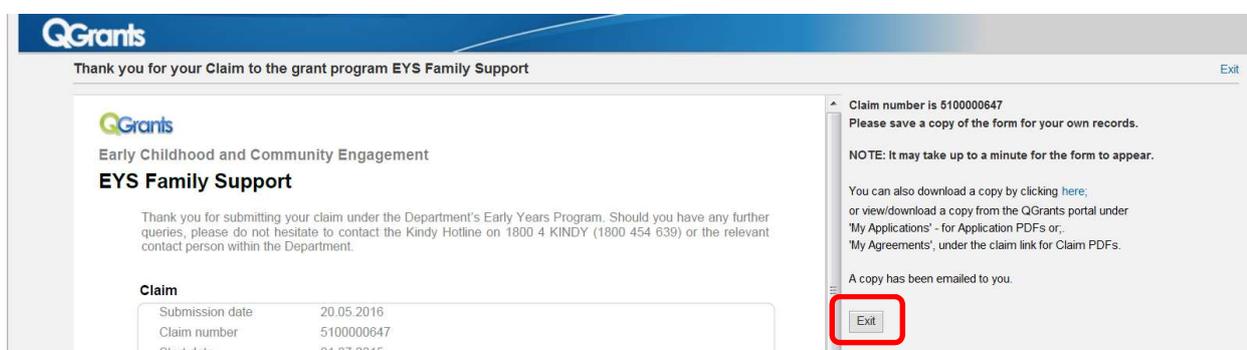
Track Progress

- From the 'Claims and Reports' tab you will be able to track the progress of your claim.

- Click on 'View Past Claims' to review any claim already submitted and track progress.

- Click on 'View To Do List' to review any claims not yet submitted.
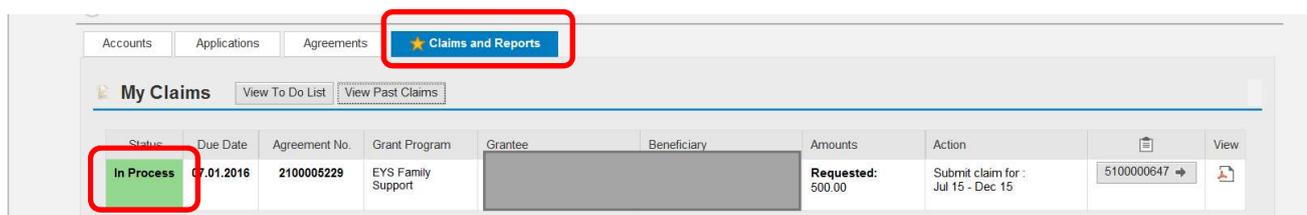
Payments

- Click on the 'Payments' tab to track payments made to your organisation.