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Department of Planning and Environment

[dpie.nsw.gov.au](http://dpie.nsw.gov.au)



2022-23 Crown Reserves Improvement Fund

# Application Instructions

April 2022





## Acknowledgement of Country

The Department of Planning and Environment acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Application Instructions

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## PART 1 — How to login

Part one provides guidance on how to access the web-based application form.

### Step 1: Go to the application portal

1. Visit the CRIF area of the Reserve Manager page:  
<https://reservemanager.crownland.nsw.gov.au/funding/crif>
2. Select 'Application Login' on the right-hand side of the screen (this link will only become available once the funding round opens). The below login screen will then appear.



The screenshot shows the NSW Government login and registration interface. At the top left is the NSW Government logo, featuring a red lotus flower above the text 'NSW GOVERNMENT'. The page is divided into two main sections: 'Existing Users' and 'Register'.

**Existing Users**

To login, please enter your username and password below:

Username:

Password:  [Show](#)

☐ I'm not a robot  [reCAPTCHA](#)  
[Privacy - Terms](#)

☐ I have read and accept the site [Terms & Conditions](#)

[Login](#)

**Register**

To register for access, click the register button below

[Register](#)

**Forgotten Username and Password**

To retrieve your username or reset your password, click the forgot username/password button below:

[Forgot Username / Password](#)

If you:

- do not have an existing login, proceed to Step 2
- have an existing username that is not an email address, or you do not have access to the email account, proceed to Step 3
- have an existing login, proceed to Step 4.

**NOTE** — Usernames can only be email addresses. If you have a username from a previous round that is not an email address you will need to re-register by completing Step 2.

## Step 2: Register for access

1. Select the green 'Register' button and a form will appear on the screen. Fill in the details and then submit by selecting the green 'Register' button at the bottom of the screen.

### Registration

First name: \*

Surname: \*

Contact phone number: \*

Your email address will be your username

✖ The email addresses entered do not match

Email address: \*

Confirm email address: \*

Password: \*

Show

Please nominate a password that contains:

- A minimum of 8 characters
- At least one number
- At least one upper case character
- At least one lower case character


Crown Land Manager

Reserve number

Lot/DP (if known)

If you are not the manager of this Reserve, please provide the name and address details of the organisation you are applying on behalf of

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Register

Cancel

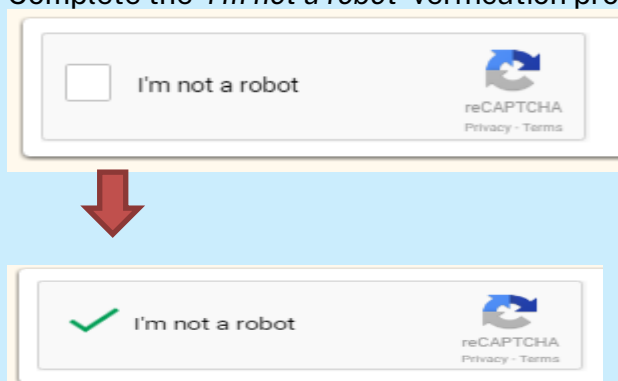
2. Once the form is submitted, you will be asked to verify your account by clicking the email sent to your nominated email account. The email will be sent from [crrs@crowland.nsw.gov.au](mailto:crrs@crowland.nsw.gov.au). Please allow up to 30 minutes for this email to reach your inbox. Check any junk/spam folders if you do not see the email in your inbox.
3. When the email is received, click on the link within the email or copy and paste the link into your browser.
4. Once your account is verified, your request will be sent to the System Administrator for processing. You will receive an email when your login request has been completed. Please note this process can take up to one (1) working day in peak periods.
5. Proceed to **Step 4**.

### Step 3: Forgotten username and password

1. Select the orange 'Forgot Username/Password' button and a form will appear on screen. Fill in the details requested and click on the security tick box then select the green 'Submit' button.
2. An email will be sent to the nominated address from [crrs@crowland.nsw.gov.au](mailto:crrs@crowland.nsw.gov.au). Please allow up to 30 minutes for this email to reach your inbox. Check any junk/spam folders if you do not see the email in your inbox.
3. When the email is received, click on the link within the email or copy and paste link into your browser.
4. Enter a new password, click on the security tick box and select the green 'Reset Password' button and you will be returned to the login screen.
5. Please proceed to Step 4 below.

### Step 4: Login to the Crown Reserves Improvement Fund Application

1. Enter your username (email) and password (click the green 'Show' box to see what you are typing for your password if you are not sure)
2. Complete the 'I'm not a robot' verification process.



**NOTE** — A second verification process may be requested. You may be prompted to select the boxes within photos that contain a street signs or a shop front for example.

3. You can review the terms and conditions by clicking on the text 'I have read and accept the site Terms and Conditions'. A new window will open containing the terms and conditions for your review.

**NOTE** — A PDF of the terms and conditions are available from the CRIF web page:

<https://reservemanager.crownland.nsw.gov.au/funding/crif>

4. If you are happy to accept the terms and conditions please click in the box beside the statement 'I have read and accept the sites Terms and Conditions' which should result in a tick within the box.
5. Select the blue 'Login' button.

### Time lapsed logout

Please note the system will log you out after 10 minutes of inactivity. To log back in, simply follow the 'Application Login' from the CRIF web page then log back into the system using your username and password.

### Access issues

For login and password issues please contact the helpdesk on:

P | 1300 886 235 option 5

E | [reserves@crowland.nsw.gov.au](mailto:reserves@crowland.nsw.gov.au)

## PART 2 — General guidance

Part 2 provides general information about the online application process.

### Blue tabs in the top left-hand corner of each page

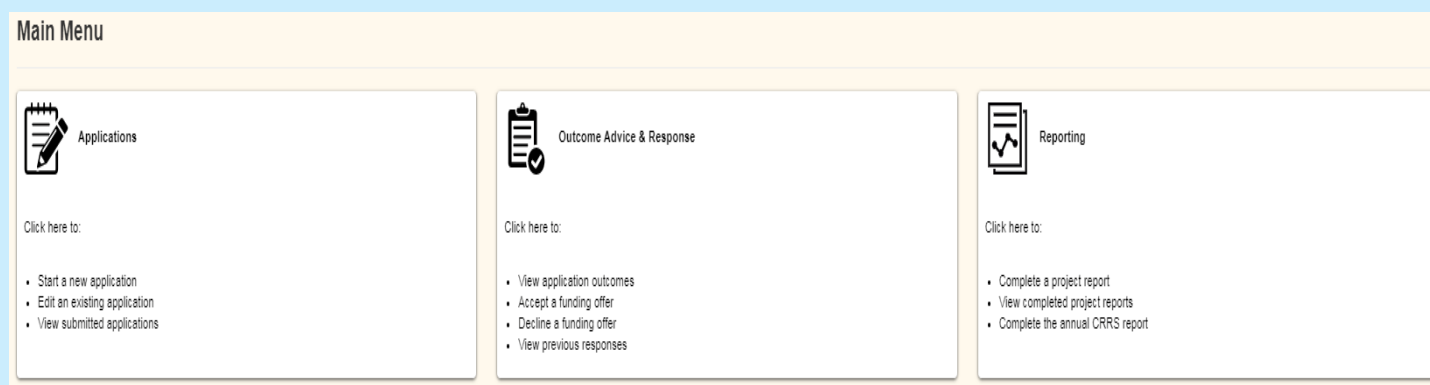
The top left-hand corner of each page you will find 3 blue tabs:



1. 'Home symbol' tab — click on this to take you to the Main Menu
2. 'Instructions' tab — click on this to open the webpage, which includes a list of guidance documents, including these *Application Instructions*
3. 'Help' tab; click on this to open the Reserve Manager webpage, which lists CRIF contact details for further assistance.

### Main menu options

The Main Menu contains 3 submenu tables:



1. Applications
2. Outcome Advice and Response
3. Reporting

This document focuses on the 'Applications' submenu of the Main Menu page.

**NOTE** — 'Outcome Advice and Response' will not be active for the 2022-23 funding round. The 'Complete the annual CRRS report' and 'Complete a project report' the 'Reporting' submenu will also be unavailable.

### Commencing a new application

You can start a new application by clicking on the 'Start a new application' link at the top of the 'Applications' submenu. Ensure you read the *information guide* before commencing the application. The *information guide* and other guidance documentation can be found on the CRIF webpage:

<https://reservemanager.crownland.nsw.gov.au/funding/crif>

## Deleting an existing application

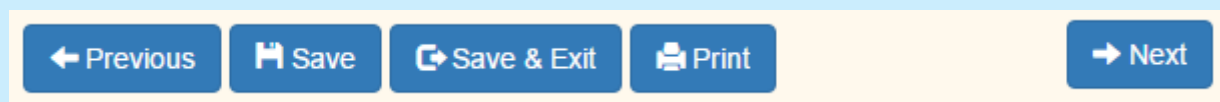
To delete an application:

1. Click on the 'Current Round' button.
2. Click on the 'Edit Existing Application' button.
3. Review the list of existing applications that is generated and click on the tick box aligned with the application to be deleted. Click on the red 'Delete' button at the top of the list.
4. You will then be prompted with two choice buttons at the top of the list:
  - a. Red 'Go Ahead'; will delete your application after which you will no longer be able to see or access
  - b. Green 'Don't Delete'; will uncheck your tick box beneath the red 'Delete' button.

## Navigating your application

Once you have commenced an application, move between pages using the 'Prev' and 'Next' buttons at the bottom of the online application web pages.

*You may have to scroll down to see these buttons*



*You can also use the section heading links on the left of the form*

A vertical sidebar containing a list of section headings. 'Applicant Details' is highlighted with a grey background. Each heading has a red question mark icon to its right. The headings are: Reserve Details, Eligibility, Applicant Details, Financial Detail, Reserve Purpose and Program Area, Governance Criteria, Activity Details, Funding Details, Supporting Documentation, Prepared By and Declaration, and Submit.

**NOTE** — do not use your internet browser back buttons as this may cause you to lose work.



## Saving your application

Your application will be automatically saved every 10 minutes. Applicants are also encouraged to periodically save the form manually ('Save' at the bottom of the form). You can leave a partially completed application and return to it later by saving and exiting the form ('Save & Exit' at the bottom of the form). To log back into the application portal visit click the 'Application Login' button on the CRIF web page: <https://reservemanager.crownland.nsw.gov.au/funding/crif>

## Printing your application

You can print your application at any stage by clicking on 'Print' button at the bottom of the form.

**NOTE** — some users may need to disable popup blockers (usually found in the tools menu of your internet browser).

## Mandatory questions


Most questions are mandatory. The fields on the form that require input are marked with an asterisk (\*) and are also highlighted in red.

**NOTE** — you will be unable to submit your application until all mandatory fields have been answered.

Ensure your responses are relevant and concise. Character limits do apply for certain input fields (e.g. 'What outcomes will the project deliver?' has a 500-word limit). You will be unable to exceed these limits.

## 'Undo' function

If you accidentally delete something you can 'undo' the deletion by pressing the following buttons simultaneously:

- 'Ctrl' and 'z' (Windows)
-  and 'z' (Apple)

## Numbers and dates

Do not use decimal points, dollar signs or other symbols when entering numbers. Use digits only, e.g. 10000, not \$10,000.00 or ten thousand. The amount/s should also be in whole dollars (round up to the nearest dollar amount where required).

All dates are in the format DD-MM-YYYY.

## Text fields

When either typing or copying and pasting from another document into text fields, you are limited to the following characters: spaces, A-Z, a-z, 0-9, \_.,, comma, !, ", ', /, \$, @.

If there are unacceptable characters within these boxes they will remain with a red outline in addition to having a red symbol against the relevant section of the left hand navigation column. Once the unacceptable characters are removed the red outline will disappear.

Common examples of unacceptable characters include, but are not limited to: - ( ) & #.

## Uploading documents

To upload a document, click on the 'Choose File' button and select the appropriate file from your file directory, then click 'Open' within your directory. You should then see a horizontal bar shade across the upload box with the following message 'Successfully uploaded file' followed by the details of the file you have uploaded.

## Multiple applications

Please apply the following rules when considering the number of applications to submit:

**Rule A:** There should only be one application per reserve (refer to Rule B below for exceptions). If you have multiple projects/activities for a single reserve, combine them into one application whilst ensuring you split the activities in to separate elements.

- Example — include construction of an access ramp, roof repairs and landscaping in the one application

**Rule B:** Separate applications are required when you have a project/activity for pests or weeds management (Crown Land only).

- Example — submit one application for the spraying of weeds on a reserve, and another application for the repair of a hall or access road on that same reserve

**Rule C:** If you manage multiple reserves and want to make applications for several of them (for distinctly different projects), you will need to create a new application for each project.

**Rule D:** Submit only one application if your specific project/activity encompasses multiple reserves.

- Example — a reserve manager seeking to install play equipment from the same supplier at three reserves under their control should submit one application.
- Example — a project to spray for weeds across five adjoining reserves should be submitted as one application

## Hardcopy applications

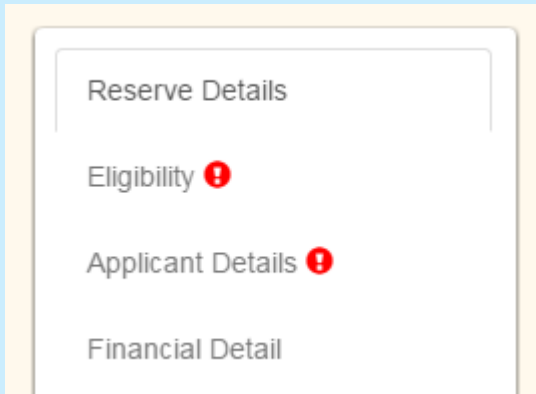
Hardcopy applications will only be accepted under exceptional circumstances. Please contact the funding team (1300 886 235 option 4) to discuss your specific situation.

## How to submit your online application

You will receive a confirmation message on your screen and an email copy of your completed application if it has been submitted correctly. Your application will also be listed in the 'View Submitted Applications' section of the CRIF application module showing the status as SUBMITTED. You must submit your application by

**5pm on Friday 3 June 2022.** No extensions will be given.

If you do not receive the confirmation message or email, your application has not been submitted. It is likely that you have not completed all mandatory sections and will need to do this before submitting your application. Please check for any red symbols within the left-hand navigation bar of your application to identify application sections needing attention (example in screen shot below).



Reserve Details

Eligibility !

Applicant Details !

Financial Detail

Contact the funding team on 1300 886 235 option 4 or [reservefunding@crowland.nsw.gov.au](mailto:reservefunding@crowland.nsw.gov.au) if you do not receive a confirmation message and/or email and need further advice or guidance.

Note that you will not be able to open or edit your application once it has been submitted. Should you wish to make a substantial change, please email the funding team at [reservefunding@crowland.nsw.gov.au](mailto:reservefunding@crowland.nsw.gov.au)

## PART 3 – Specific guidance

Part three provides specific guidance (by section) for the completion of an online application.

### Reserve details

This section identifies the reserve/land to which your application relates. If you have Crown reserves that are associated with your user account, they will be displayed in the Suggested Reserve/s box. If you do not have any suggested reserves to select from, you will need to click on the blue text 'Reserve Search' tab within the Search Tools box.

**NOTE** – you cannot directly input data into the Selected Reserves box at the top of the page.

### How to enter your reserve details

If the reserve is listed in the Suggested Reserve list, click on the select button and it will populate the Selected Reserve box at the top of the page.

If the reserve does not appear in the suggested list or you do not see the Suggested Reserve box, you will need to click on the 'Reserve Search' tab within the Search Tools box.

**Reserve Details**

Select reserves for this application form using the search tools below. If your application covers more than one reserve, please list the primary reserve first.

Selected Reserve(s) \*

Crown Reserve Number	Reserve Name	Lot / DP	Reserve Location	Management Name	Management Type	Delete
Select a reserve from the Suggested Reserve(s) list or find one using the Search Reserve function.						

**Search Tools**

Suggested Reserve(s) **Reserve Search**

Below is a list of reserve/s that have been assigned to your user account. Click Select to add them to this application form.

Crown Reserve Number	Reserve Location	Reserve Name	Suburb	Postcode	Management Name	Management Type	Action
----------------------	------------------	--------------	--------	----------	-----------------	-----------------	--------

**The easiest way to find your reserve is to search by Postcode.** Input your postcode and all reserves in the postcode area will appear. Scroll down the list until you find your reserve and then select. Alternatively, you can search by the following:

- Reserve Name: *Specific search result*
- Crown Reserve Number: *Specific search result*
- Lot/Section/Plan No: *Specific search result*
- Suburb/Town: **USE CAPITALS**; *suburb wide result*

**TIP** — If you are searching via the other search options limit your search to one field. For example if you have entered details into the Reserve Name field, do not enter information into the Suburb/Town field. Start by entering information in one field only, leaving all other fields blank. An example is shown in the screen shot below.

The screenshot shows a search form with the following fields and buttons:

- Reserve Name:** A text input field containing "Smith Park".
- Crown Reserve Number:** An empty text input field.
- Lot / Section / Plan No:** Three empty text input fields separated by slashes (/).
- Suburb/Town:** An empty text input field.
- Postcode:** An empty text input field.
- Buttons:** A green "Search" button and an orange "Clear" button.

If your details provide a match you will be given a list of search results. Click select on the relevant reserve and it will populate the '*Selected Reserve*' box at the top of the page.

If your details do not provide any search results a pop up will appear stating, '*No valid reserve could be found. Please select one of the following options*'. Click on the Create button to enter the Reserve details.

If, after exhausting all logical search options, your reserve is not on the system and you are applying on behalf of a Freehold Showground only, click on the '*Create*' button to manually enter details into a new box that will appear. Applicants whose details do not provide any search results and are not applying on behalf of a Freehold Showground should check with their local NSW Department of Planning and Environment — Lands office to ensure the area for which they wish to apply is eligible.

**NAVIGATION TIP** — After selecting a reserve (which should appear in the '*Selected Reserve*' box at the top of the page) you can either scroll down to see the navigation buttons to move to the next section or select '*Eligibility*' in the navigation column to the left of the screen.



## Eligibility

This section assists in determining your eligibility to apply for funding through the CRIF.

**IMPORTANT** — if you are not an authorised person, you will be required to upload a completed Annex A – Authorisation to Apply form. Failure to provide this form will result in your application being deemed ineligible.

**Table 1. List of persons authorised to apply for funding**

Crown land manager type	Authorised persons
Statutory Crown land manager board	Chair, Secretary, Treasurer or appointed Administrator
Council Crown land manager	General Manager or Director
Corporate Crown land manager	CEO, CFO or General Manager
Freehold showground	President, Secretary or Treasurer
Other e.g. Government agency, perpetual lease	Crown Land Director or Area Manager

Further information on this eligibility requirement can be found in the information guide, which can be downloaded from the [CRIF website](#).

## Applicant details

This section collects contact details, should we need to discuss your application. You will need to provide the name, organisation, phone number and email of the person who is managing the project. This section may be pre-populated based on your identified Crown reserve number. Please check these details and make any updates or changes if required.

## Financial details

This section identifies the banking details for the Crown land manager where the funds will be deposited if you are successful.

Key points to note are:

- This must be the official account of the Crown land manager. If you are applying with the authority of the Crown land manager (see below) you will need to arrange disbursement of the funds with the manager if you are successful with your application.
- The Crown land manager's ABN needs to be provided (generally 11 digits long). If you are unsure of your ABN number you can search for it at: [abr.business.gov.au](http://abr.business.gov.au)
- GST — please indicate if your business is registered for GST. All supporting quotes and cost estimates must clearly show the breakdown of net and GST amounts.

## Reserve purpose and program area

This section identifies the purpose of the reserve and the program area to which it belongs. The most common reserve purposes are:

- caravan park
- showground
- local parks and reserves
- state parks
- school of arts
- commons

## Governance criteria

This section provides information about the management of the reserve, as well as the objectives and priorities that the project/activity will address.

To be eligible to apply, the Crown land manager must have no outstanding overdue CRIF final project report/s for funding received in prior funding years. Final project reports are due within 14 months of the date the grant/loan funds were credited to your account. The final project reporting template can be found on our website: <https://reservemanager.crownland.nsw.gov.au/funding/crif>

If you receive an error message in this section stating that you have overdue project report/s, you can continue with your application but you must submit your report/s before the application closing date in order to be eligible. These report/s should be submitted to the funding team ([reservefunding@crownland.nsw.gov.au](mailto:reservefunding@crownland.nsw.gov.au)) referencing your application number.

**NOTE** — If you are making application on behalf of a Crown land manager, ensure you check the status of outstanding project reports with the Crown land manager. You may be ineligible for funding if you do not resolve this issue prior to submitting your application. Please contact the funding team for assistance if required.

While you may request an extension to the due date for your report from the funding team, your request must be received and approved prior to the closing date for applications (**3 June 2022**). Written authority will be provided if your request is accepted (this must be uploaded within the supporting documentation area of your application). Any application submitted with unauthorised overdue project report/s will be ineligible for consideration.

## Activity details

This section describes the project/activity you are applying for, how it will be done and what it will achieve. In the section that asks you to outline how the outcomes will be achieved, list the actions that will be taken to complete the project. These actions will become the activity elements in the next section.

Please note that if your application is for pest or weed management (Crown land only) you will need to provide further activity details on either the Pest Management or Weed Management page. Providing maps and photos to support your application is strongly encouraged.

## Funding details

This section identifies the activity elements (the actions as above) and their total cost (including GST), and the type of funding requested. The page is divided into two areas:

- Activity elements — the start/end dates can be approximate, with an assumption that funds for successful projects will be credited to your account from December 2022 onwards. Successful projects must be completed within 12 months of receipt of funds. Key points to note are:
  - Appropriate financial information must be included in the application. All applicants are required to provide basic information on their financial position, while those seeking a loan are required to submit with their application a:
    - profit and loss statement and other comprehensive income
    - balance sheet or Statement of Financial position and
    - recent bank statement(s)
  - Quotes or an acceptable cost estimate need to be uploaded for each activity element, with the number of quotes needed depending on the CRIF funds requested for that element.

**Table 2. Requirements for quotes and cost estimates.**

Activity element amount (GST inclusive)	Quote requirements per activity element
\$0–\$30,000	At least one written quote
\$30,001–\$150,000	Three written quotes are preferred but one will be accepted *
\$150,001 or more	Acceptable cost estimate and a commitment (that is, a strategy) for procurement via a competitive public tender.

**NOTE** — \* Due to COVID, floods and supply chain issues, one quote will be accepted for activity elements between \$30,001 and \$150,000. This quote will be assessed for quality and value for money. If the quote is poorly explained or does not represent prudent use of public funds it will not score well or may be deemed ineligible. Applicants are encouraged to secure 3 quotes for this range as it will give comparable and credible information in the assessment of the application.

Please read the *Guidelines* for further details about eligibility :

<https://reservemanager.crownland.nsw.gov.au/funding/crif>

Refer to supporting documentation below for assistance in uploading documentation

Funding type — While loans for amounts greater than \$100,000 are strongly encouraged, please consider your organisation's current and future financial circumstances carefully when answering this question.

Additional information on what will be required of successful applicants in terms of their procurement actions is outlined in the *CRIFP procurement guidelines*, available to download at

<https://reservemanager.crownland.nsw.gov.au/funding/crif>

**TIP** — If when entering financial information you are unable to see all of the figures you have input into the cell (screenshot below) use the browser’s zoom function to zoom out. The zoom function may appear in the address bar of the browser.

**Funding Details**

List each element of the activity with a financial impact in priority order of importance (highest first) \*

Note: all amounts should be inclusive of any GST that you will pay to suppliers/contractors. For further information on Activity Elements, see the Application Instructions.

Activity Element	Start date	End date	CRIFP funds Incl. GST	Crown land manager Funds Incl. GST	Other source of funds Incl. GST	Total cost Incl. GST	Delete
	30-11	30-09	0	0	0	0	Delete
Totals			0	0	0	0	

Add Activity Element

**NOTE** — Each quote is to be uploaded as a separate document. You will be required to submit the same number of documents as quotes required for your project activity. DO NOT combine multiple quotes into one document as this may make your application ineligible.

Upload quote 1 1 more file(s)

Upload quote 2 1 more file(s)

Upload quote 3 1 more file(s)

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

## Supporting documentation

This section is for the upload of files to support your application. Select the ‘Browse’ button to locate/select the file on your computer for upload. Key points to note:

- When uploading multiple documents, please wait at least ten seconds between each upload.
- A total of 10 files may be uploaded in this section, with each file up to 5Mb in size using any of the following file formats:
  - ‘jpg’, ‘doc’, ‘docx’, ‘xls’, ‘xlsx’, ‘pdf’, ‘png’, ‘jpa’, ‘tif’, ‘bmp’, ‘log’, ‘txt’, ‘wpd’, ‘wps’, ‘rtf’, ‘odt’, ‘csv’, ‘dat’, ‘xml’, ‘eps’, ‘sva’, ‘xlr’ or ‘svf’, ‘dbf’, ‘prj’, ‘sbn’, ‘sbx’, ‘shx’, ‘shp’
- Examples of supporting documentation include letters of support, business plans, photos, maps, shapefiles, etc.
- If you have more than 10 files, or a file larger than 5MB you should email them to [reservefunding@crowland.nsw.gov.au](mailto:reservefunding@crowland.nsw.gov.au) quoting the application number you will receive after submission. Please also include the name of your reserve and your contact details.

**NOTE** — The inclusion of photographs is strongly encouraged to support your application.

## Prepared by and declaration

This section provides contact details for the person completing the form and a declaration regarding the completeness and accuracy of information provided in the application.

**NOTE** — payment will be made to the authorised Crown land manager, not the applicant. The applicant will need to arrange disbursement of funds with the manager if they are successful.

## Submit your application

Before you submit your application please ensure there are no red symbols in the left-hand section navigation column. These red symbols indicate questions where a response is required or fields that have unacceptable characters within them that the system is unable to accept. These matters need to be resolved before the application will be accepted within the online system.

Once all red symbols/error messages are resolved you can submit your application by clicking the green submit button in the last section of the form.

You will be able to view your application once submitted however you will not be able to make any additional changes.

**IMPORTANT** — you will see a pop-up message that tells you your application has been submitted and a copy will be emailed to you once you have successfully submitted your application.

If you do not receive a copy of your submitted application (to the email address specified in the 'Prepared by' section within an hour, please email [reservefunding@crowland.nsw.gov.au](mailto:reservefunding@crowland.nsw.gov.au) or call 1300 886 235 option 4.

You will also be able to see your application listed via the 'View Submitted Applications' menu within the Applications submenu table from the home screen. The status of the application should be listed as SUBMITTED. You will not be able to re-open your application and edit it once it has been submitted however a PDF version can be downloaded by clicking the 'View' button within the 'Actions' column on the right side of this listing page. This is the same PDF that should have been emailed to you upon submission of your application.

Once you receive a PDF copy of your submitted application via email, please ensure that you check your application including all attachments submitted. If you find that any attachments have not been successfully submitted with the application please email these to [reservefunding@crowland.nsw.gov.au](mailto:reservefunding@crowland.nsw.gov.au) quoting your application number, the name of your reserve and contact details.

You must submit your application by **5pm on Friday 3 June 2022**. No applications will be accepted after this time.