



REGIONAL ARTS DEVELOPMENT FUND

2023 - 2024 Guidelines

Building Australia's best regional community



Bundaberg Regional Council acknowledges the Traditional Country of the Taribelang Bunda, Gooreng Gooreng, Gurang, and Bailai Peoples and recognise that this Country has always been and continues to be of cultural, spiritual, social and economic significance to Aboriginal and Torres Strait Islander people.

We recognise the thousands of generations of continuous culture that have shaped this country and the people on it.





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Introduction

Bundaberg Regional Council is strategically aligning arts, cultural and heritage objectives from the 2021 – 2026 Corporate Plan and Arts + Culture Strategy 2019 – 2023 to provide maximum economic and partnership benefits for the region.

Bundaberg Regional Council is committed to working in partnership with the community to support new initiatives that contribute to making the Bundaberg region the natural choice to live, work and play.

It is recommended applicants make contact with the Bundaberg Regional Council RADF Officer to determine the suitability of their application prior to submission.

Regional Arts Development Fund Purpose

The Regional Arts Development Fund (RADF) is delivered as a partnership between the Queensland Government through Arts Queensland and eligible local councils across the state.

RADF promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions. RADF invests in local arts and cultural priorities, as determined by local communities, across Queensland.

RADF is a flexible fund, enabling local councils to tailor RADF programs to suit the needs of their communities.

Objectives

RADF objectives are to support arts and cultural activities that:

- **a.** Provide public value for Queensland communities.
- **b.** Build local cultural capacity, cultural innovation and community pride.
- c. Deliver Queensland Government's objectives for the community.

RADF Officer

The RADF Officer is a Council officer who is your main contact for the RADF program. They liaise with officers at Arts Queensland to ensure appropriate management of the RADF program and RADF assessment panel.

It is strongly recommended that applicants contact the RADF Officer to discuss their project prior to submitting the application. The RADF Officer can provide vital information and resources and, if necessary, can either meet with you to discuss your project idea and assist with your application, or connect you with valuable networks in the community.

Arts + Culture Strategy 2019 – 2023

The Bundaberg Region Arts + Culture Strategy 2019 – 2023 aims to provide an overarching vision and direction for the delivery of Bundaberg Regional Council's arts and cultural facilities, programs and services as well as providing a framework for the consideration of future priorities and directions for investment in and with the community. The aim of the strategy is to look at how Council's investment can be maximised to ensure the greatest possible level of public engagement in and with the arts – to ensure that the programming and outcomes are accessible, relevant to the community and of the highest quality.

Download the Arts + Culture Strategy 2019 – 2023 at artsbundaberg.com.au/radf.

Local priorities

The RADF locally determined priorities for the Bundaberg region provide strategic direction for Council and local RADF investment in creative places, projects and people. Bundaberg Regional Council's Arts + Culture Strategy 2019 – 2023 highlights five priorities which should be considered by applicants to the Regional Arts Development Fund. Please refer to these priorities in your application.

- A Arts and culture for and by the people of the Bundaberg Region
- **B** Brokerage, leadership and partnerships that make it happen
- Connections and communications enabling audience development and creative networks
- Diversity of community experience and participation, activates culture
- **E** Environments, places and spaces are accessible, alive and active

Quick Response Grants

To support professional development, the production of new work and engagement with new audiences. This program is open monthly, all year round, on a rolling basis to the extent of available funds. Applications open on the first Monday of each month and close on the last Friday of the month. Assistance of up to \$2,000. Quotes are required.

Examples of eligible expenses:

- Artist fees
- Workshops
- Consultant fees
- Application fees
- Planning workshops
- Project salaries
- Marketing costs
- Materials

- Venue hire
- Equipment or
- services hire
- Professional artsworker fees
- Course registration
- Tuition fees
- Travel
- Accommodation

Examples of projects/activities:

- a. Local artists, arts workers or members of community organisations can request funding for professional skills, career and capacity development to attend training, mentoring or conference opportunities within Queensland.
- **b.** Assistance may be available for eligible practitioners for professional development opportunities outside of Queensland.
- **c.** Groups and organisations can also apply for funding for small scale community arts projects.
- **d.** Individual emerging or professional artists, arts workers or groups can apply for resources to support a specific arts project. Resources, such as art materials, promotional support, etc. may be eligible, but capital items are ineligible.

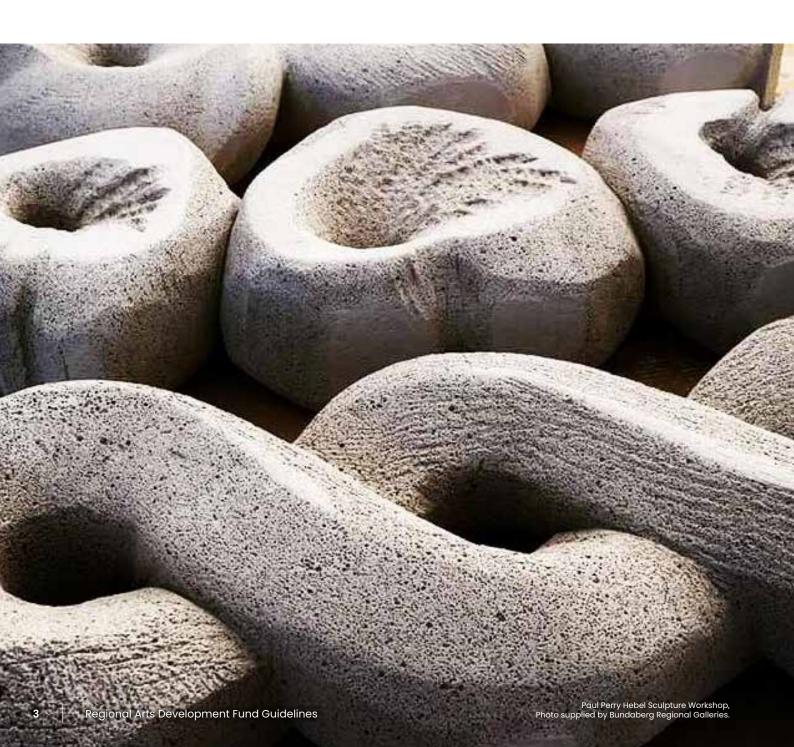
Community Grants Program

To support artists and artsworkers of the Bundaberg Region with major funding opportunities to provide of high-quality arts projects benefitting regional or remote artists, artsworkers, audiences, and communities. This program delivers two rounds to the extent of available funds. The maximum amount of assistance is not limited.

Examples:

- **a. Skills development activities.** Individual artists and artsworkers living in Bundaberg Region seeking to attend professional development activities with recognised arts and cultural peers or organisations. Assistance is available for registration, reasonable accommodation, and travel costs for activities in Queensland and other states.
- b. Creative projects and activities that reflect the cultural vitality of the Bundaberg region. Community groups seeking to engage professional artists or artsworkers to work with them on developing their arts practice or to run arts development workshops or community activities. Support is available for travel, accommodation and fees associated with employing professional artists or artsworkers.
- c. Creative activities that promote civic pride, strengthen belonging, build social cohesion, encourage interaction, and facilitate inclusion. Being creative in the community, supporting creative activity in public spaces. Arts and cultural activation and programming that enlivens spaces and promotes cultural vitality. Activities that assist our community to engage with, activate or transform local spaces and places in a way that highlights a locality's unique identity.

- d. Improving health and wellbeing through the arts and using the arts as a tool for positive social impact. RADF will support activities/projects that can improve the health and wellbeing of people within our community by creating a sense of belonging and connectedness. Individuals, groups and organisations proposing accessible and inclusive arts and cultural activities where artists and communities work together to create specific outcomes that build community resilience and wellbeing within marginalised or minority groups.
- e. Programs that cater for or are led by young people (applications open to individuals from 12 years of age). To support young people to pursue creative career pathways. Projects and programs run by young people for young people.
- f. Projects that explore cultural heritage and diversity through stories from our community. Collecting and presenting community stories. RADF will support activities/projects that explore the diversity of our community and the possibilities around how we collect and present stories from our community.



Key dates

| Round | Opening date | Closing date | Select this round if | Notification |
|--|---------------------|--|---|--|
| Community Grants Program Round 1 | 13 November 2023 | 10 March 2024 | Your project or activity commences after 3 June 2024 | Six (6) weeks after closing date |
| Community Grants Program Round 2 | 11 March 2024 | 7 July 2024 | Your project or activity commences after 2 September 2024 | Six (6) weeks after closing date |
| Quick Response Grants | 1 July 2023 | Applications may be submitted at any time while funds remain. Applications open on a rolling basis and reviewed on the last Friday of the month. | | Seven (7) working days after the first business day of each new month |

Eligibility requirements

Individual professional artists, artsworkers or arts organisations must meet the following requirements to be eligible to apply:

- Persons under 18 are eligible to apply and must nominate an auspice organisation, or a person who will be legally responsible to administer the grant on their behalf;
- Reside or be based in the Bundaberg
 Regional Council area or, if based outside
 the local government area demonstrate
 a strong justification of how the project
 directly benefits the Bundaberg Region;
- Are permanent residents or Australian citizens;
- Have an Australian Business Number (ABN) or can demonstrate professional practice;
- Hold a minimum of \$20M Public Liability Insurance including other forms of insurance relevant to the project and demonstrate sound workplace health and safety practices. If the applicant is being covered under another group's insurance, adequate evidence of this coverage is required;
- Have satisfied all requirements and acquittals of previous RADF and/or Bundabrg Regional Council funding;
- Have no outstanding debt with Council.

Applicants can apply for funding for both RADF programs (Quick Response and/or Community Grant), and if successful, will receive funding once per program, per financial year.

It is recommended that projects should be completed within a 12-month timeframe. It is the applicant's responsibility to ensure all relevant licences, etc. have been obtained prior to commencement of projects where applicable (e.g. Insurances/Blue Cards if working with children, etc.)

Items and activities not supported by RADF funding

The following categories are **not eligible** for funding through the RADF program:

- Amateur arts activities except for professional services to amateur arts activity. One of the main RADF aims is to develop professional artists in the regions. Note: Emerging professional artists are eligible for funding.
- Projects/activities that commence before the application is approved
- Applicants who have failed to acquit previous RADF grants.
- Projects for which arts workers are paid less than the recommended industry rates.
- Activities that commence before Council approval is given. RADF should not be used as a "top-up" fund.
- Craft workshops unless a professional artist or arts worker is employed to work with a craft group to apply their skills in an innovative way to achieve an arts development outcome, or the craft is a traditional cultural skill, e.g. Indigenous artisans seeking to pass on knowledge and skills.
- Murals funding is available for murals from other government sources. RADF grants can only be allocated to murals that adhere to the RADF objectives, local priorities, eligibility and program criteria.

- School based arts activities except where those activities form part of broader community cultural development processes or are part of professional arts development.
- Framing or freight only a small proportion of these costs may be covered as part of presentation costs for significant exhibitions.
- Entertainment funding is not available to pay for entertainment for events, unless there is a developmental aspect included, e.g. musicians performing at a community event run a series of developmental workshops for community members prior to the event.
- Competitions and eisteddfods the competitive environment does not necessarily nurture emerging artists, as there is generally only one winner.
- Publishing costs requests for grants to publish books should be directed to organisations that provide print-ondemand services. A small proportion of printing/promotional costs are eligible as part of the presentation costs for significant projects, e.g. promotional video or brochure.
- Purchase of capital items, e.g. equipment, buildings or vehicles. RADF gives artists and organisations opportunities for employment, professional development and a chance to practice their art. Buying capital items does not necessarily lead to these outcomes. Exception: capital items can be funded only when they are included as part of a project application and when the RADF Panel considers the purchase integral to that project and where the item will remain available for community use.
- Recurrent funding for arts organisations operational expenses are ineligible under RADF including wages for permanent staff and office expenses. However, local arts and cultural organisations that have regular community activities may apply for funding annually for different projects which have a project management component.
- Accredited study, training, or university courses – Council does not fund the primary training of artists, only their professional development once they are practicing.

- Workshops with arts and cultural service organisations that are part of the organisation's "core business" – Arts Queensland has already funded these organisations to deliver core services.
- Government agencies or departments of state or federal government.
- Educational, religious, medical or sporting organisations, where the application is for the organisation's core business activities.
- Individuals where the application is for content directly related to educational coursework, study or research.
- 100% of the project costs. Co-funding of at least 35% is required, which could include applicant cash contributions and in-kind support.

Application process

Applications must be received by the published closing date (see Key dates).

- Read the RADF guidelines and check that you are eligible to apply
- 2. Apply online at: bundaberg.smartygrants.com.au

Note: If you do not have your own computer, you can access a computer at any of Council's libraries at no cost. Accessibility is important to us. If you need this information in another format please let us know.

Using SmartyGrants

Applications must be submitted via Council's online grants management portal, SmartyGrants.

Applicants are required to create a SmartyGrants account. This account will be used to manage all stages of your grant. It is recommended that you choose a username and password that is easy to remember.

Applications must be received by the closing date. Late or incomplete applications will not be considered, unless prior arrangement has been made by contacting the RADF Officer. All applicants will be notified about the outcome of their application via email.

Grant recipients are required to complete a Project Outcome Report within eight weeks of the completion of the project. Reports must be submitted online via your SmartyGrants account.



RADF promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions. RADF invests in local arts and cultural priorities, as determined by local communities, across Queensland.



Budget

When completing the budget table, please total the entire income and expenditure of the project. This includes other sources of funding and costs not covered by the requested grant funds. Note: The total income needs to match the total expenditure of 'total project costs'. **Refer to the budget example following for assistance.**

All quotes and project budgets must be GST inclusive. If you are registered for GST, Council will pay the grant, plus GST (10%). Do not include this amount in your grant budget or calculations.

INCOME

| RADF grant amount requested | | | |
|---|-------------------------------------|--|--|
| | | \$1,530.00 | |
| Cash contributions: Your cash co-contribution (e.g. purchase of capital equipment) | | | |
| Organisation cash contribution (Potters' Wheel) | | \$385.00 | |
| | | | |
| | | | |
| In-kind contributions: Your cash co-contribution | (e.g. purchase of capital equipm | nent) | |
| 1 x Volunteer labour valued @ \$34.89/hr for 10 hou | irs | \$348.90 | |
| | | | |
| | | | |
| Other income: (e.g. other grants, sponsorship, do | nations, fundraising, ticket sales) | | |
| Sponsorship confirmed | | \$800.00 | |
| | | | |
| | | | |
| | | | |
| | TOTAL INCOME | \$800.00 | |
| | | | |
| EXPENDITURE | TOTAL INCOME Total project costs | | |
| EXPENDITURE Salaries, fees and allowances | | | |
| Salaries, fees and allowances | | \$800.00 RADF requested portion | |
| | | | |
| Salaries, fees and allowances | | | |
| Salaries, fees and allowances Production/program costs | Total project costs | RADF requested portion | |
| Salaries, fees and allowances Production/program costs Clay, slips and glazes | Total project costs | RADF requested portion \$880.00 | |
| Salaries, fees and allowances Production/program costs Clay, slips and glazes Venue hire | \$880.00 \$300.00 | RADF requested portion \$880.00 | |
| Production/program costs Clay, slips and glazes Venue hire Potters' wheel | \$880.00 \$300.00 | RADF requested portion \$880.00 | |
| Production/program costs Clay, slips and glazes Venue hire Potters' wheel Marketing/promotion/admin | \$880.00 \$300.00 \$385.00 | RADF requested portion \$880.00 \$300.00 | |
| Production/program costs Clay, slips and glazes Venue hire Potters' wheel Marketing/promotion/admin Flyers, posters, banners | \$880.00 \$300.00 \$385.00 | \$880.00 \$300.00 | |
| Production/program costs Clay, slips and glazes Venue hire Potters' wheel Marketing/promotion/admin Flyers, posters, banners | \$880.00 \$300.00 \$385.00 | \$880.00 \$300.00 | |
| Production/program costs Clay, slips and glazes Venue hire Potters' wheel Marketing/promotion/admin Flyers, posters, banners Social Media and Print Advertising | \$880.00 \$300.00 \$385.00 | \$880.00 \$300.00 | |

TOTAL EXPENDITURE \$3,063.90

\$1,530.00

Goods and Services Tax (GST)

All quotes and project budgets must be GST inclusive. An applicant's GST registration status will not impact the total amount paid if successful. For advice on GST, please contact the Australian Taxation Office (ATO) on 13 24 78 or via the ATO website.

Australian Business Number (ABN)

It is not mandatory for RADF applicants to possess an ABN. However, if they do not have an ABN the applicant must provide a **statement by a supplier** or be auspiced by an incorporated organisation or an individual with an ABN (known as the auspice body) who manages the grant on behalf of the applicant.

The auspice body is responsible for providing a financial report on completion of the project.

The auspice body is not responsible for the artistic direction or quality of the project.

In-kind support

In-kind support includes volunteer labour, administrative support, rent-free accommodation or donations of materials or equipment. These contributions should be given a dollar value and should be included in your proposed budget.

Assessment process

Quick Response Grants

All applications are checked against eligibility criteria to ensure the applicant type, project type, amount requested, and timeframes are eligible. Ineligible and incomplete applications will not progress to the assessment stage. Quick Response Grants are assessed internally and to provide applicants with a quick turnaround whist upholding the integrity of RADF standards. All applicants will be notified about the outcome of their application via email.

Community Grants Program

Step 1

Applicants must contact the RADF Officer to determine the suitability of application. Submit your application online through the SmartyGrants portal.

Step 2

Your application will be checked by the RADF Officer for eligibility. If your application is deemed ineligible, you will be notified and provided with feedback and guidance on eligibility requirements. Ineligible applications will not progress to the assessment stage.

Step 3

Eligible applications are progressed for assessment to an assessment officer.

Applications are assessed as they have been submitted. The assessment officer will moderate recommendations with consideration of available funding; balance across art forms; geographic spread, target groups and the Arts + Culture Strategy 2019 – 2023 and other government priorities and may request further information from applicants as part of the moderation process.

Step 4

The assessment officer's recommendations are submitted to the grant assessment panel for recommendation. Whilst Council's preference is to fund the amount requested for a project, at times Council reserves the right to part fund or, to fund specific elements of the project based on the responses to assessment criteria. The panel may also recommend not to fund an application.

Step 5

Grant assessment panel reviews provides a final recommendation to Council. Panel recommendations are provided to Council for consideration at Ordinary Council Meetings. Council approves the allocation of funding to approved projects and applicants are notified of the outcome of applications following endorsement by Council.

Step 6

All applicants will be notified about the outcome of their application via email.

Applicants that are not recommended for funding are encouraged to contact the RADF Officer to obtain the RADF panel's feedback on their application.

Assessment criteria

| CRITERIA | THINGS TO CONSIDER |
|---|--|
| Quality | |
| Produces or contributes to high quality arts and cultural initiatives for local communities. | Who will deliver particular projects or activities? Provide evidence of the quality of their work. The types of outcomes expected from the projects and activities and how these are important in the local context. How the projects or activities will provide high quality experiences for the local community and/or build the capacity of the local arts sector. Any innovative aspects of proposed project or activities. How it is innovative for the particular Council or community? |
| Proven capacity to effectively support and deliver arts and cultural services. | Evidenced track record of delivering high quality arts and cultural initiatives. How the proposed program of activities will build on past performance. |
| Reach | |
| Provides access to and engagement in arts and culture for diverse communities, practitioners, participants and audiences. | Who in the community will be engaged through the proposed program of activities? How does the proposed program of activities respond to diversity within the community? |
| Evidence of local demand for proposed program/s. | How does the proposed program of activities respond to local arts and cultural priorities and any other broader Council or community priorities? How does the applicant know there is demand for the proposed program of activities? How does the applicant know the proposed program of activities responds to local needs and interests? |
| Demonstrates community and stakeholder involvement in RADF priority setting, decision-making and evaluation. | How did Council arrive at the proposed program of activities (including how engagement with community stakeholders and results of evaluation and data collection inform the application)? |
| Impact | |
| Demonstrates cultural, artistic, social or economic returns on investment. | What cultural, artistic, social or economic value/ outcomes does the applicant expect the proposed project or activity will contribute to the community? How will Council communicate the public value of RADF activities in the community? |
| Supports one or more of the Queensland Government objectives for the community including safeguarding our health, supporting jobs, backing small business, making it for Queensland, building Queensland, growing our regions, investing in skills, backing our frontline services, protecting the environment. | Which Queensland Government objective(s) does the proposed program of activities make the strongest contribution to and how? |

CRITERIA

THINGS TO CONSIDER

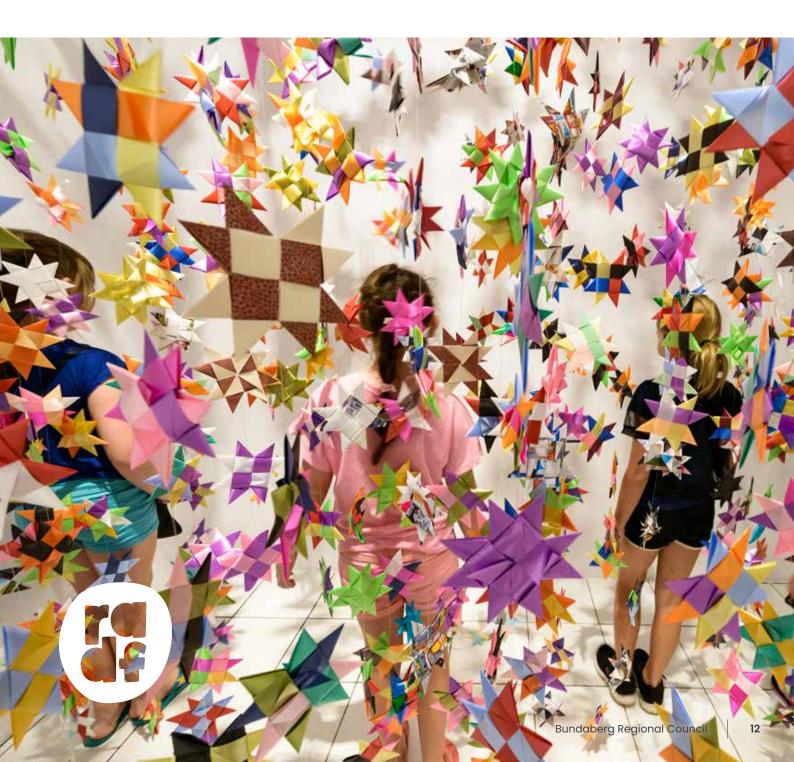
Viability

Evidence of good planning for strong governance and management of RADF at a local level.

- How RADF is managed locally. What processes are in place to ensure transparent and effective management including monitoring of outcomes?
- How Council governance of RADF builds on previous successful models of management or has been reviewed in light of learnings or challenges.

Evidence of partnership capacity with partners including business and government.

- Information about any local partnerships that will contribute to delivery of the proposed program of activities.
- How will the proposed activities leverage off other local projects, programs and events?



Applicant checklist

The following documents are required for all RADF applications.

- Public Liability Certificate of Currency
- A current CV for all arts or creative professionals involved in the project
- Support material (for individual applicants)
- Quotes for all items requesting funding
- Letter of confirmation from key venues, such as galleries, involved in the project where relevant
- Letters from creative professionals and collaborators, arts and cultural organisations, and/or members of your project's specific target groups that provide relevant comments in support of your application.

Notification

All applicants are notified of the outcome in writing. Successful applicants will receive a Letter of Offer and a Funding Agreement from Council via Smarty Grants, setting out the amount of funding offered and grant conditions. Applicants may be requested to resubmit budgets or support material for the project prior to receiving the grant payment.

There are some other general conditions relating to the receipt of RADF funding such as:

- a. Wherever possible, all funded activities must begin within the financial year of the receipt of funding.
- b. Grants can be withdrawn if an activity is unduly delayed — you will need to reapply in the following year.
- c. You need to acknowledge the support you received through the RADF program in all publicity about your activity and as part of any outcomes presented to the community.
- d. You must request approval from the RADF Officer for any changes to your application prior to the changes occurring. Generally, within reason, changes are easily negotiated. However, if it is found that your request can not be approved, the RADF Officer and/or the RADF panel may request that you return the funds and re-submit your application in a future round.

- e. Any agreement to alterations must be made in writing, and endorsed by the RADF Officer.
- f. Please note: If you change your project/ activity without approval, Council can ask for the funds to be returned.

Dispute resolution

Occasionally, there may be conflict between RADF panel members or Council staff and applicants. In the first instance, direct any disagreement or conflict about an application to the RADF Officer for assistance. Applicants have the right to request a meeting with the appropriate Council staff person to get feedback about their application or to see minutes of assessment meetings. Arts Queensland can offer advice about the RADF program to both the panel and the applicant but is not available to mediate.

Funding agreement

If your application is approved for funding, you will receive a funding agreement including a Letter of Acceptance. If the panel has set special conditions on your funding, these will be set out in your agreement. You will need to sign and return the Letter of Acceptance via SmartyGrants and satisfy any special conditions, prior to any payments being made.

Payment

Grant funds must be claimed within 30 days of the successful applicant receiving Council's Letter of Offer. If the applicant is supported by an auspice organisation, payment will be made to the nominated auspice organisation.

All material relating to your grant is managed via SmartyGrants, e.g. Letters of Agreement, Invoice for grant payment and any support material.

Reporting

It is compulsory for all projects requesting RADF funds for activities that have or will lead to a public outcome, to capture audience/participant/partner feedback from your project, eg exhibitions, events, engagement projects, creative developments, performances, place making projects, publications and public workshops.

Acquittal

All projects receiving RADF funding require a completed Outcome Report within eight weeks of the completion of the project unless an extension is requested and approved by the RADF Officer or RADF panel in writing.

Failure to submit an Outcome Report on time will prevent the applicant from accessing future RADF funding. Applicants may also be required to repay all RADF grant funds issued for the project.

Your Outcome Report is uploaded into SmartyGrants and can be accessed in the account associated with your application. The Outcome Report includes information about the success of your project, key performance indicators, budget expenditure and applicable support material.

Public Feedback Surveys are mandatory for all successful projects receiving \$10,000 or more in RADF funds, and optional for projects receiving under \$10,000. However, the more data we receive, the more we can evaluate the success of the program.

All applicants are required to provide detailed evidence (eg. receipts/invoices) to demonstrate their expenditure and a financial report, regardless of the size of the project.

Statistical information and photographic or video evidence of the event is also a Bundaberg Regional Council RADF requirement. Outcome Reports require high resolution images and/or video. These may be utilised by Bundaberg Regional Council and/or Arts Queensland within their websites or through other media channels.

Return of unspent funds

If an activity does not take place the grant recipient must return funds to Council. If funds are not fully expended on this activity, this will be detailed in the Outcome Report and surplus funds returned. If funds are partially expended or an activity that does not go ahead, then this must be detailed in the Outcome Report and remaining funds returned to Council.

RADF project highlights document

It is optional for all projects receiving RADF funds to complete a RADF project highlights document at the completion of their activity. This is a way to showcase your funded activity through Council's website and social media outlets. All RADF recipients will receive a RADF project highlights document as a part of their outcome report email.

Acknowledgment

All RADF funded activities must acknowledge the Queensland Government and Council in all promotional material and publications by including the RADF acknowledgment text and appropriate logos.

Acknowledgement text for RADF

"The Regional Arts Development Fund is a partnership between the Queensland Government and Bundaberg Regional Council to support local arts and culture in regional Queensland."

You can download the Queensland Government logo and style guide at: arts.qld.gov.au/aq-funding/acknowledgement.





The Regional Arts Development Fund (RADF) is a partnership between the Queensland Government and Bundaberg Regional Council to support local arts and culture in regional Queensland.

Other funding sources

RADF will not support 100% of the costs of your project. You should consider additional funding sources, such as:

Arts Queensland

For more information, contact an Arts Queensland Arts Investment Officer on (07) 3034 4016 or 1800 175 531 (toll free), email investment@arts.qld.gov.au or visit arts.qld.gov.au.

Australia Council for the Arts

For information on available grants, contact an Australia Council Grants Officer on 02 9215 9000 or 1800 226 912 (toll free), email enquiries@australiacouncil.gov.au or visit australiacouncil.gov.au/funding.

Flying Arts Alliance Inc.

For further assistance, please contact us on (07) 3216 1322, or email raf@flyingarts.org.au or visit flyingarts.org.au/raf/.

Contact and support

RADF applicants are strongly encouraged to contact a RADF Officer on 1300 883 699 or by emailing radf@bundaberg.qld.gov.au to discuss the scope of their project prior to submitting an application.

TTY - National Relay Service

A 24-hour national relay service offers an over-the-phone solution for people who are deaf or have a hearing or speech impediment:

TTY and Voice: 133 677

Speak and Listen (SSR): **1300 555 727**

SMS Relay: 0423 677 767

Translating and Interpreter Service (TIS)

Interpreter assistance is available in 160 languages and dialects. To use an interpreter, please phone 131 450.





Cover image: Simon Degroot, Build, Connect, Grow, 2017, Bundaberg Regional Art Gallery Carpark.

