

Questions and Answers

Building Excellence in Support and Training Grants

1. What is the closing time and date for applications?

The Application Form must be submitted by **2.00pm AEST on Thursday 19 April 2018**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions will not be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date the [late application policy](#) available on the Community Grants Hub website will apply.

3. How much funding is available for this Program?

The total amount of funding available for Building Excellence in Support and Training (BEST) grants for the 2018-19 financial year will be \$3.8 million (GST Exclusive).

The amount available to individual applicants will be determined on the basis of the workload information provided in your application.

4. Is the funding on-going?

No. Funding is only available in respect of the 2018-19 financial year for expenditure on specific items during that year.

The objectives of the Program are to assist Ex Service Organisations (ESO) to:

- improve the quality of claims received by the Department of Veterans' Affairs (DVA) at the primary determining level;
- reduce the rate of appeals to the Veterans' Review Board (VRB) and the Administrative Appeals Tribunal (AAT); and/or
- promote the provision of welfare services to the veteran and defence community.

5. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the assessment process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the assessment process.

6. How can I submit the Application Form?

You must submit your grant application using the application form, which is available on the [GrantConnect](#) and [Community Grants Hub](#) websites. The application form includes help information.

This is an online application form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email support@communitygrants.gov.au.

The Department of Veterans' Affairs/Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

7. Can I get help to submit my application form?

You can contact the Hub to get support in submitting your application by contacting support@communitygrants.gov.au or calling 1800 020 283.

If you think you will need help please ask for that help early. This will ensure that any issues can be worked through in time for your application to be considered for funding.

8. I'm not familiar with using technology, what do I do?

If you or members of your organisation require digital training, support can be accessed through the Department of Social Services' initiative [Be Connected – improving digital literacy for older Australians](#) which provides training in both city and regional areas, Australia wide.

Please visit: [Be Connected website](#).

9. Why is the Department of Veterans' Affairs (DVA) using the Hub to manage its grants?

The Hub will provide a central and consistent application and management process for DVA's grant applicants and recipients.

It will also reduce duplication of effort and resources in common areas of services across Government, such as grants.

10. How does this benefit ESOs?

The benefit to ESOs is in reducing red tape and having consistency in applying for grants with simpler, more intuitive online services.

11. Is this part of a bigger move to merge DVA with another government department?

No. The Australian Government is committed to a stand-alone DVA. This has been an election commitment by the Coalition over successive elections and remains Government policy. This change simply involves improving the processing of grant applications.

12. Who will be approving DVA grants?

The Minister for Veterans' Affairs will continue to approve grants for DVA.

13. Will DVA still be involved in assessing the grants?

DVA staff working in the Hub will support DVA's grant programs. DVA as a Department will retain responsibility for: policy of its grants programs, ensuring the work of the Hub meets DVA's quality standards, for briefing the Minister on recommended grants and responding to any grants correspondence.

14. Who can apply for a Building Excellence in Support and Training Grant?

Information about who can apply for a BEST Grant are included in the Grant Opportunity Guidelines.

15. I want to apply for a Building Excellence in Support and Training Grant, what can the grant funds be used for?

Information about what the grant funds can and cannot be used for are included in the Grant Opportunity Guidelines. You will be required to outline what items you are asking to be funded in the grant application form.

16. Do all my claims and welfare advocates need to be accredited under the new Advocacy Training and Development Program (ATDP)?

It is desirable but not necessary for advocates to have been accredited under the ATDP. If your advocates have not yet been accredited under the ATDP they must have relevant training at the appropriate level under the previous Training and Information Program (TIP).

17. What if some of my advocates are still undertaking their training under the ATDP and have yet to be formally accredited, will their workload still be counted?

Yes, as long as they have only been undertaking work at their appropriate training level. If these advocates have been preparing claims under supervision or assisting with welfare activity then their work should be included with your organisations workload information.

18. How do I calculate local travel?

If you are intending to apply for travel costs, you will need to maintain a travel log to assist with the calculation of travel expenses. The amount included in the application form should be the total kilometres multiplied by the current ESO payment travel rate used for BEST calculations, which is 34.8 cents per kilometre.

19. How do I identify as an advocate when providing my contact details for the application?

If you wish to identify as an advocate in the contact details – select ‘Other’ in the Position field and state advocate in the Position Title text box.

20. If I am a sponsoring applicant, can I enter more than one sponsored organisation’s details in the application form?

No, a sponsoring applicant must submit a separate grant application for each sponsored organisation.

21. I am incorporated, however I do not have a Certificate of Incorporation, what documentation am I required to attach?

You can attach any other documentation that will verify your incorporation. For example, Certificate of Registration, Government Gazette, Letters Patent or founding legislation where Letters Patent are not applicable.

Note the 2mb limit per attachment. Compressed or zip files are not accepted. File names must be unique and not include foreign characters.

22. In the table that is asking ‘Please provide the average number of hours per week worked against each welfare activity during the 2017 calendar year?’ the note mentions needing to enter the number of hours worked by a practitioner. Could you please clarify what this means?

Please provide the average hours worked by a single welfare practitioner in your organisation. This information will be used by the Community Grants Hub to derive a total number of annual welfare hours for your organisation after your application is submitted.

23. Where should I go for further information?

More information about this grant can be found in the Grant Opportunity Guidelines. If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 or email to support@communitygrants.gov.au. The Community Grants Hub will respond to emailed questions within **five** working days.