

Veteran and Community Grants Opportunity Guidelines

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Commonwealth policy entity:	Department of Veterans' Affairs
Co-Sponsoring Entities	N/A
Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: support@communitygrants.gov.au
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1. Veteran and Community Grants Opportunity Processes

The Program is designed to achieve Australian Government objectives

This grant opportunity is part of the above Grant Program, which contributes to the Department of Veterans' Affairs (DVA) Outcome 2.4 Veterans' Community Care and Support. DVA works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



The grant opportunity opens

The Community Grants Hub (the Hub) publish the grant guidelines and advertise on the GrantConnect and Community Grants Hub websites.



You complete and submit a grant application

You must read these grant guidelines before you submit your application. These guidelines can be found on [GrantConnect](#) and the [Community Grants Hub](#), the Australian Government's whole-of-government grants information system. Note: Any addenda for this grant opportunity will be published on GrantConnect and the Community Grants Hub, and by registering on this website, you will be automatically notified of any changes.



The Hub assess all grant applications

The Hub assess the applications against eligibility criteria and notify you if you are not eligible. We then assess your application, considering a number of criteria including an overall consideration of value for money.



DVA will make grant recommendations

An expert panel, consisting of DVA representatives will provide advice to the decision maker on the merits of each application.



Grant Decisions are made

The Minister for Veterans' Affairs decides which grant applications are successful.



The Hub will notify you of the outcome

The Hub will advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



We enter into a grant agreement or a letter of agreement

The Hub on behalf of DVA will enter into a grant agreement or letter of agreement with successful applicants. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the Veteran and Community Grants Program

DVA will evaluate the specific grant activity and the Veteran and Community Grants Program as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Role of the Community Grants Hub

This grant opportunity will be administered by the Community Grants Hub on behalf of DVA under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

1.2 About the grant program

The Veteran and Community Grants (V&CG) program offers opportunities for both the veteran and broader community to participate in, and benefit from, projects that support healthy lifestyles, enhance quality of life and assist veterans and war widows/widowers to remain in their own homes as long as possible.

V&CG is a long-term rolling grant program that accepts applications continuously throughout the year. V&CG funding is for one off projects, and forms part of Outcome 2.4 Veterans' Community Care and Support.

The objective of the Program is to maintain and improve the independence and quality of life for members of the veteran community by providing funding for projects that support activities and services to sustain or enhance health and wellbeing.

The expected outcomes of the Program are to:

- Deliver projects that are sustainable, financially viable and have an ongoing benefit for members of the veteran community;
- Deliver projects that increase opportunities for members of the veteran community, associated with social activity and community participation and/or improve health behaviours and support healthy places.

The Program will be undertaken according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

1.3 About the Grant Opportunity

These guidelines contain information for the V&CG grant round.

This document sets out:

- the purpose of the grant opportunity;
- the eligibility criteria and assessment criteria;
- how grant applications are checked and assessed; and
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application form.

1.4 Veteran and Community Grants outcomes

The Veteran and Community Grants program is intended to:

- promote and enhance healthy lifestyles, particularly physical activity and mental wellbeing;
- support quality independent living at home;
- encourage involvement in community activities;
- reduce social isolation;
- encourage supportive and safe communities;
- increase access to community services;
- address gaps in local services;
- support carers;
- increase nutrition;
- increase social connectedness; and

- increase mental wellness.

2. Grant amount

There is \$2,165,000.00 available for the 2018-19 financial year. Projects are generally funded up to a limit of \$50,000 per grant.

3. Grant eligibility criteria

We cannot consider your application if it does not meet all the eligibility criteria.

3.1 Who is eligible to apply for a grant?

V&CG is open to ex-service organisations, veteran representative groups and other organisations. An applicant must be one of the following entity types as stated in the dropdown list in the Application form:

- Company.
- Cooperative.
- Indigenous Corporation.
- Incorporated Association.
- Statutory Entity.
- Trustee on behalf of a Trust.
- Unincorporated Association.

3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- an individual;
- an organisation that has any outstanding acquittals for any previous DVA funding;
- an organisation receiving Australian Government funding either directly or indirectly' via a third party for the same purpose as the project proposed under this granting opportunity, may not be eligible.¹
- an organisation contracted to DVA for the provision of Veterans' Home Care or other services that are requesting funding for any activity related to that contract;
- an organisation located outside of Australia;
- a State or Territory Government;
- a local government organisation; and

¹ You may be contacted to provide further information on any items funded either directly or indirectly' via a third party for the same purpose as the project proposed under this granting opportunity.

- an overseas resident.

Please Note: The above list is not definitive. If your entity type is not listed in 3.1 above, you are not eligible to apply and your application will not be assessed.

4. Eligible grant activities

4.1 What can the grant money be used for?

Grant funding will be considered for the following items, providing the project proposed meets the programs intent under section 1.4:

Equipment and Furnishings

Funding may be considered for equipment and furnishings that are integral to a project. All items must be justified and be relevant to the project.

Building Works

Building works may be considered if integral to the project and meets the objectives defined in sections 1.2 and 1.4 and value for money. Organisations offered V&CG grant funding for building works must:

- have council approval where relevant; and
- specify who owns the premises (land and building).

Examples of building works that may be funded include:

- upgrade of toilet facilities including disabled access;
- provision of disabled access to a building (e.g. ramps and access doors);
- upgrade of kitchen facilities;
- repair of roofs;
- repair of floors; and
- provision of external shade areas (e.g. pergolas or verandas).

Vehicles

Funding for vehicles will be considered for passenger vehicles used for community transport projects (e.g. small buses) and must be made available to other ex-service organisations within the applicant's region.

Funding will only be considered for:

- up to 75% of the purchase price of a passenger vehicle; and
- up to 75% of the value of a vehicle previously purchased under the program which requires replacing, minus the one which was previously funded by V&CG (for this purpose, the purchase price is the full price of the vehicle less the trade-in value);
- dealer or after-market modifications or fitted accessories (such as wheelchair ramps).

- replacement of a vehicle previously funded by V&CG will be considered only after five years or more time has elapsed.

Bus Trips

Funding will only be considered for a series of bus trips conducted over a 12 month period every two years. One off bus trips are not fundable.

Volunteer Expenses

May only include expenses relating to training to ensure volunteers are appropriately qualified/accredited (e.g. Workplace Health and Safety training and First Aid training).

Meals

Funding for meals must be intrinsic to cooking or nutrition projects or as part of travel allowance for a project officer.

Project Officer Expenses

Funding for a project officer will be considered for a 12 month period to establish a project and administer its associated program of health and well-being activities. Funding may include salary and travel allowance costs (e.g. mileage, meals and accommodation). Mileage is to be calculated using the current DVA rate of treatment travel. This information is available on [DVA's website](#).

Replacement Items

Consideration will be given to replacing items previously funded through V&CG after a period five years or more time has elapsed. Replacements will not be considered purely to maximise trade-in values.

Evaluation Costs

May be included for a professional evaluation at the completion of a project, which has been funded for more than \$30,000. Such costs must not exceed 10 per cent of the grant amount sought through V&CG, to a maximum of \$5,000. A detailed quote must be provided with the application.

Administration Costs

Some administrative costs may be considered if directly and exclusively associated with the establishment of the project.

We may update the guidelines on eligible expenditure from time to time. If your application is successful, the version in place when your grant agreement takes effect will be the version that applies to your project.

4.2 What the grant money cannot be used for?

Funding will not be considered for:

Projects or items not consistent with DVA's Social Health Strategy

Funding for projects that support activities that are not consistent with DVA's Social Health Strategy will not be considered (e.g. the upgrade and/or refurbishment of bar and gaming facilities, establishment of outdoor smoking facilities etc).

Further information on DVA's Health Promotion initiatives can be found on the [DVA website](#).

Real Estate and Building Works

- The purchase or lease of land.
- The purchase, lease or construction/extension of buildings.
- The purchase of raw materials for the purpose of constructing and/or extending buildings.
- Assistance with any building works for individual dwellings.
- Works that are cosmetic in nature, and/or landscaping.
- Items that would be covered under insurance (including emergency make safe work and the undertaking of minor and major repair works) and any preventative on-going building maintenance.

Duplication of Services

- Projects that duplicate existing services, which are readily accessible and adequate for the target group.
- Transport costs that duplicate existing services provided by Commonwealth or State Government (e.g. transport to medical appointments for eligible veterans or duplication of Health and Community Care (HACC) or Commonwealth Home Support Program (CHSP) funded services).
- Employment and training Programs, which are the core responsibility of Commonwealth and State Government.
- Any project that duplicates an organisation's core business.

Existing Projects

- Projects that have already commenced. However, funding will be considered for a significant new direction or enhancement of an existing project.

Expenses

- Accommodation costs (other than those referred to under Project Officer Expenses).
- Transportation costs such as fuel expenses solely for entertainment purposes.
- Meals and/or refreshments costs (other than those referred to under Meals and Project Officer Expenses).
- Costs associated with the attendance at meetings (including transport and accommodation).

Administration and Organisational Costs

An organisation's ongoing business, administration or day-to-day running costs, including:

- capital equipment (e.g. computers used solely for administrative purposes, office furniture, machinery, tools etc);
- rainwater tanks and solar systems (where the sole purpose is to reduce the cost of utilities);
- fundraising activities;
- consumables;
- maintenance and repairs;

- service charges (including additional warranties, service agreements and maintenance); and
- services that are considered to be part of the 'core' business of an organisation.

However, some administrative costs may be considered if directly and exclusively associated with the establishment of the project.

Vehicles

- on road costs such as dealer delivery fees, registration and insurance;
- stamp duty; and
- vehicles that will be used for business or administrative purposes.

Development Costs

Costs associated with development of an application (e.g. council fees or the cost of a survey to establish the need for a project).

Wages and Salaries

Ongoing wages or salary payments (other than those referred to under Project Officer Expenses).

Memberships and Fees

Memberships and fees (e.g. physical fitness centre memberships, club memberships, entrance fees).

Existing Debts and Shortfalls

Reimbursement of expenses incurred by the organisation prior to grant funds being approved.

High Risk Activities

High risk activities such as gym set-ups which do not satisfy appropriate duty of care provisions and without the consideration of specified insurance and suitably qualified instructors (appropriate to the project).

Medical Focus

Projects that have a research, clinical or medical focus or that encompass medical referral; the purchase of vehicles that are related to activities of a medical nature, and the purchase of medical equipment (excluding defibrillators, first aid kits and first aid training).

Projects for commercial gain

Funding cannot be used for projects aiming to produce commercial gain (either directly or indirectly) unless funding generated is utilised to further support activities for the veteran community in line with the Program Objectives.

Other Ineligible Items

- Equipment and services that are not supported by a program of activities and services.
- Equipment or activities related to the provision of advocacy or welfare services (which may be covered under DVA's Building Excellence in Support and Training (BEST) Grant Program).

- Equipment or activities related to projects that have a commemoration focus (which may be covered under DVA's Saluting Their Service (STS) Grants Program).
- Reunions, either commemorative or organisational, and transport and other costs associated with reunions.
- One-off events such as Expos and all associated costs.
- Performances such as theatrical, media, artistic, film productions, public performances and all associated costs.
- Upgrade of properties or facilities utilised for commercial rent, including villas, units, hostels, boarding rooms and holiday homes.

We cannot provide a grant if you receive funding from another government source for the same purpose.

5. The grant selection process

The Hub will divide the assessment and notification of outcomes into four batches during the year. Each batch will contain applications that have been submitted for the grant opportunity over a three-month period. For example, the first batch will contain all applications submitted to the grant opportunity between the opening date of the application period and 31 May 2018. The second batch will contain all applications submitted to the grant opportunity over the next three months, ending 31 August 2018, and so on. The table below identifies the cut-off dates for all four batches.

Batch	Applications included in batch
1	All applications submitted to the grant opportunity by 31 May 2018
2	All applications submitted to the grant opportunity by 31 August 2018
3	All applications submitted to the grant opportunity by 30 November 2018 .
4	All applications submitted to the grant opportunity by 2:00 PM AEDT on 28 February 2019 .

Please note that the cut-off date for each batch only affects the time at which the Hub will assess your application. It does not affect the time at which you must submit your application. The only exception to this rule is the cut-off date for Batch 4, which is the closing date and time of the overall application period for this grant opportunity. Other than this exception, you can submit an application at any time during the application period and the Hub will assess it in one of the four batches identified above.

In the event that an eligible application is submitted, but funding is not available, your application may be considered for funding in the next financial year. We will notify you in writing if this occurs.

The Hub will assess your application against the eligibility criteria. Only eligible applications will be considered. Eligible applications will be considered through an open non-competitive grant process.

We will then assess your application taking into account the assessment criteria below and whether your project provides value for money.

Following the assessment of a batch, the Hub will collate assessment information and prepare an assessment report.

A panel of experts (expert panel) will convene to review the information and provide recommendations to the decision maker,² the Minister for Veterans' Affairs.

An expert panel will consist of representatives from DVA and may also include and / or consult representatives from third parties with relevant expertise.

Expert panels will be convened when the Hub has completed each batch of assessments. The panel will recommend to the Minister for Veterans' Affairs which applications should be funded.

Successful applicants will be notified and offered grant agreements.

6. The assessment criteria

Your responses in the application form will be used to make assessments against the following criteria. We will judge your application based on the weighting given to each criteria.

- How well the project meets the outcomes of the program (refer to section 1.4)
- The degree to which your project has assessed the needs of the veteran community. The needs of the veteran community can be identified through activities such as community meetings, data/statistical collection, print media, research reports, social media and/or surveys.
- Whether or not your organisation will contribute towards the projects through in-kind and / or financial support?
- The degree to which your project supports:
 - Veterans
 - Younger veterans
 - Veteran's carers
 - Veteran's dependants
 - Veteran's spouses and/or partners
 - Veteran's widows and widowers
 - Other members of the ex-services community
- How your project will be sustained in the future? including, but not limited to:
 - Community participation
 - Education and training services
 - Member/participants
 - Ongoing events and social activities

² See glossary.

- Volunteer Support
- The degree to which your project achieves value for money.

7. The grant application process

7.1 Overview of the application process

You must read these grant guidelines, the application form, the Questions & Answers and grant agreement terms and conditions before you submit an application.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration.

You must meet the eligibility and assessment criteria to be considered for a grant. Please complete each section of the application form and make sure you provide the information we have requested.

Please keep a copy of your application and any supporting papers.

7.2 Application process timing

The application period for this grant opportunity will open on 20 February 2018 and close on 28 February 2019. Applicants must submit their applications by the final closing date and time. As outlined in section 5, the Hub will assess applications in batches.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 20 February 2018 Close: 2:00pm AEDT 28 February 2019
Assessment of applications	Within 4 weeks from date of batch close
Approval of outcomes of selection process	8 weeks from date of batch close
Negotiations and award of grant agreements	1-3 weeks from approval
Notification to unsuccessful applicants	4 weeks from approval
Activity commences	In batches between July 2018 and March 2019
End date	June 2019

The [late application policy](#) applies only to applications received after the final closing date of this grant opportunity (i.e. 2:00pm AEDT on 28 February 2019).

Late applications will not be accepted. If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the Community Grants Hub may

determine that there were exceptional circumstances beyond the applicant's control that meant they could not meet the deadline. Examples of exceptional circumstances could include, but may not be limited to:

- Community Grants Hub infrastructure failures,
- natural disasters,
- power outages affecting the ability of the applicant to submit their application by the deadline, and
- death or disability of key personnel.

Information on the Community Grants Hub [late application policy](#) is available on the [Community Grants Hub](#) website.

7.3 Completing the grant application

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.

Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

You must make sure that your application is complete, accurate and submitted by the closing date and time in accordance with these Guidelines.

If you find a mistake in your application after it has been submitted, you should contact the Community Grants Hub by phone on 1800 020 283 or by email at support@communitygrants.gov.au straight away. The Community Grants Hub may ask you for more information, as long as it does not change the substance of your application. The Community Grants Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

7.4 Attachments to the application

The following documents must be included with your application:

- A quote for each requested item

Your supporting documentation should be attached to the **application form**. There will be instructions in the application form to help you. **Only attach the documents you have been asked to include**. If the selection process identifies errors in your attachment, you may be contacted to correct or explain the information.

Please note: There is a 2mb limit for each attachment.

7.5 Applications from consortia

Some organisations may apply as a consortium to deliver grant activities. A consortium is two or more businesses who are working together to combine their capabilities when developing and delivering a grant activity.

If you are submitting a grant application on behalf of a consortium, a member organisation or a newly created organisation must be appointed as the 'lead organisation'. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. The lead organisation must complete the application form and identify all other members of the proposed consortium in the application.

7.6 Questions during the application process

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.

Answers to questions may be posted on [GrantConnect](#) and on the [Community Grants Hub](#) website.

The question period will close at 5:00pm AEDT, 21 February 2019. Following this time, only questions relating to using and/or submitting the application form will be answered.

8. Assessment of grant applications

8.1 Who will assess applications?

An assessment team will assess all eligible and compliant applications based on their merits. The assessment team will be comprised of departmental staff. The assessment team will undertake training to ensure consistent assessment of all applications.

The assessment team may seek information about you or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The assessment committee may also consider information about you or your application that is available through the normal course of business.

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

An expert panel comprised of DVA employees from relevant business areas will then review all ranked applications to inform the final recommendations for funding.

The Expert Panel will make recommendations having regards to:

- overall objectives for the Program;
- conformance with eligibility criteria;

- how the services and/or project will be delivered;
- existing and/or potential market failure;
- value for money; and
- (if known) minimise possible duplication with other Commonwealth/State/Territory government programs/service delivery.

The expert panel may seek information about you or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The expert panel may also consider information about you or your application that is available through the normal course of business.

8.2 Who will approve grants?

The Expert Panel comprising of DVA staff will make recommendations to the Minister for Veterans' Affairs through a briefing process. The Minister for Veterans' Affairs will make the final decision to approve a grant.

The Minister for Veterans' Affairs must not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

The Minister for the Department of Veterans' Affairs' decision is final in all matters, including:

- the approval of the grant;
- the grant funding amount to be awarded; and
- the terms and conditions of the grant.

9. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Minister of Veterans' Affairs. If you are successful, you will also be advised about any specific conditions attached to the grant.

9.1 Feedback on your application

A Feedback Summary will be published on the Community Grants Hub website to provide all organisations with easy to access information about the assessment process and the main strengths and areas for improving their applications.

10. Successful grant applications

10.1 The grant agreement

If you are successful, you must enter into a legally binding grant agreement with the Commonwealth as represented by the DVA. DVA will use either a Whole of Government Grant Agreement Terms and Conditions (Commonwealth Standard or Simple Grant Agreement), depending on availability at the time.

A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

Grant funds must be spent in accordance with the conditions of the Grant Agreement. Approval for any change to the project or expenditure of grant funds must be sought from DVA in writing, and approval received before any changes are implemented.

Successful applicants are required to record and maintain information supporting the appropriate use and expenditure of the funds. Unspent grant funds must be returned to DVA at the end of the project period.

Acquittal of grants ensures that program funds are used efficiently and for the purposes for which they were granted. As required in the Grant Agreement, a twelve month Project Report and Statement of Compliance/Grant Acquittal Report must be completed within 30 days of the end of the Project Period (12 months after signing of the Grant Agreement) and returned to the Hub within a further 14 days. Details of what is required in the Progress Report, Project Report and Grant Acquittal Report (including templates) will be provided with the Grant Agreement.

Organisations that are successful in obtaining grant funding must agree to the disclosure of their name and details of the project, as required under Commonwealth Government grant publication requirements. These details will be available on the DVA website for at least two years, and will be included in media releases and letters announcing the grant to Members of the Parliament of Australia. They will also be made available to the Australian National Audit Office and as required to meet Government accountability requirements.

Where a grantee fails to meet the obligations of the grant agreement, the Grant Hub on behalf of DVA may withhold grant funding and/or terminate a grant agreement.

You should not make financial commitments until a grant agreement has been executed by the Commonwealth.

10.2 How the grant will be paid

Approved funds will be paid to successful applicants within four weeks of the receipt of a completed Grant Agreement and relevant bank account details. Depending on the value and

or risk associated with a proposal, DVA may choose to fund the proposal through progressive payments to the successful organisation/s.

The Grant Agreement will state the amount to be paid to your organisation in a lump sum, unless otherwise specified.

11. Announcement of grants

If successful, your grant will be listed on GrantConnect within 21 calendar days after the date of effect as required by Section 5.3 of the Commonwealth Grants Rules and Guidelines (CGRGs).

12. Delivery of grant activities

12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will provide sample templates for these reports in the grant agreement.

We will expect you to report on:

- progress against agreed project milestones;
- contributions of participants directly related to the project; and
- eligible expenditure of grant funds.

You will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively;
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement;
- participating in a grant program evaluation as specified in the grant agreement;
- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively;
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement; and
- participating in a grant program evaluation as specified in the grant agreement.

12.2 The Community Grants Hub's responsibilities

The Community Grants Hub will:

- meet the terms and conditions set out in the grant agreement;
- provide timely administration of the grant;

- evaluate the grantee's performance.

We will monitor the progress of your project by assessing reports you submit and may conduct site visits to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

12.3 Grant payments and GST

Grants made by DVA under the V&CG Program are financial assistance payments. As such, V&CG grants are provided on a GST exclusive basis and there is no GST liability arising for successful applicants in receipt of a V&CG grant because there is no taxable supply made by the Grantee to DVA. This means that, if your organisation is registered for GST, your organisation does not need to remit any GST to the Australian Tax Office (ATO) as the V&CG grant you receive from DVA is not consideration for a taxable supply.

If you have any queries in relation to the transactions you enter into with third parties as a result of a grant received under the V&CG Program, you may wish to speak with the ATO or your financial advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office website](#) for more information.

12.4 Reporting

All funded projects will be subject to financial and performance reporting requirements and meeting specified milestones. Grantees will need to keep records of project activities and monitor project progress, expenditure and the project's results. This information will help grantees to report on and evaluate the success of their project.

It is anticipated that into the future grantees will have systems and processes in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and if applicable, entered directly into the department's chosen performance reporting solution. An example of one of the possible reporting solution options is the Data Exchange; however other reporting options may be determined to be applicable for this purpose. Example protocol information on the Data Exchange can be found on the [Department of Social Services' website](#).

12.5 Evaluation

The DVA will evaluate the V&CG Program to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help us with this evaluation.

12.6 Acknowledgement

All publications related to grants under the Program must acknowledge the Commonwealth as follows:

'This activity received grant funding from the Australian Government.'

Successful applicants will appropriately acknowledge the Australian Government's financial contribution to the project or activity, e.g. through recognition of the grant by a statement placed on the successful applicant's website or in its newsletter. Prior written approval must be obtained before using the Commonwealth's Coat of Arms, DVA branding or trademarks.

13. Probity

The Australian Government will make sure that the program process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

Note: These guidelines may be changed from time-to-time by the DVA. When this happens the revised guidelines will be published on [GrantConnect](#).

13.1 Complaints process

Complaints about the Program

The [Department of Veterans' Affairs Feedback Management Policy](#) applies to complaints about the Program. All complaints about the program, including grant decisions, must be lodged in writing.

Any questions you have about grant decisions for the Program should be sent to DVA.Grants.Processing.Team@dva.gov.au

Complaints about the Process

Applicants can contact the complaints service with complaints about Community Grants Hub's service(s) or the application process.

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub. Applicants can lodge complaints using the [complaints form](#) on the Department's website or by phone or mail.

Phone: 1800 634 035

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

If you do not agree with the way the DVA or the Community Grants Hub has handled your complaint, you may complain to the Commonwealth Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the DVA or the Community Grants Hub.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a conflict of interest, or perceived conflict of interest, if the DVA and the Community Grants Hub staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer;
- has a relationship with an organisation, or in an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently; or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the Program.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the DVA and the Community Grants Hub in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The chair of the Expert Panel will be made aware of any conflicts of interest and will handle them as set out in Australian Government policies and procedures. Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13(7)) of the *Public Service Act 1999*. We publish our conflict of interest policy available on the [Community Grant Hub](#) website.

13.3 Privacy: confidentiality and protection of personal information

We treat your personal information according to the 13 Australian Privacy Principles and the *Privacy Act 1988*. This includes letting you know:

- what personal information we collect
- why we collect your personal information

- who we give your personal information to

You are required, as part of your application, to declare your ability to comply with the *Privacy Act 1988*, including the Australian Privacy Principles and impose the same privacy obligations on any subcontractors you engage to assist with the activity. You must ask for the Australian Government's consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information about grant applicants and grantees under the Program in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We may reveal confidential information to:

- the committee and other Commonwealth employees and contractors to help us manage the program effectively;
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities;
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery;
- other Commonwealth, State, Territory or local government agencies in program reports and consultations;
- the Auditor-General, Ombudsman or Privacy Commissioner;
- the responsible Minister or Parliamentary Secretary; and
- a House or a Committee of the Australian Parliament.

We may share the information you give us with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *Public Governance, Performance and Accountability Act*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995*

13.4 Freedom of information

All documents in the possession of the Australian Government, including those about the Program, are subject to the *Freedom of Information Act 1982 (FOI Act)*.

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All Freedom of Information requests must be referred to the Freedom of Information

Coordinator in writing.

By mail: Freedom of Information Coordinator
 Department of Social Services
 Public Law Branch
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. Glossary

Term	Definition
assessment criteria	The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.
commencement date	The expected start date for the grant activity.
completion date	The expected date that the grant activity must be completed and the grant spent by.
Commonwealth entity	A Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grantees is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth

Term	Definition
	b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives
grant activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grantees to allow grantees to engage more easily and efficiently with the Commonwealth.
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities
grantee	An individual/organisation that has been awarded a grant.
PBS Program	Described within the entity's Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities
selection criteria	Comprise eligibility criteria and assessment criteria.
selection process	The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.

15. Appendix A: Veteran and Community Grants – Item Categories

Applicants are required to select the item category/ies appropriate to the nature of the grant activity and that matches the item/s they want to buy. The examples are a guide only and are intended to help applicants select the most appropriate category.

Item Category
Examples of eligible items
Bus hire (e.g. series of bus trips conducted over a 12 month period)
Passenger carrying vehicle (e.g. small bus)
Passenger carrying vehicle after-market modifications
Contribution to Project Officer expenses (where appropriate to the grant activity. e.g mileage, meals, accommodation)
Contribution to volunteer training expenses (e.g. workplace health and safety, first aid, health and fitness qualifications and accreditation)
Workshop equipment (e.g. woodworking, metalworking, arts and crafts, cooking utensils and ingredients)
Evaluation costs
Computer equipment (e.g. printer, photocopier, computer)
Electronic/audio/video/TV (non-computer related)
Exercise equipment (e.g. treadmill, exercise bike)
Heating/cooling (e.g. air conditioner, heater(moveable), fan)
Indoor furniture and equipment (e.g. chairs, tables, sofa/lounge)
Kitchen appliances (e.g. microwave, deep fryer, water cooler, small kitchen appliances)
Whitegoods and major appliances (e.g. refrigerator, freezer, washing machine)
Repairs of floors
Repairs of roofs
Upgrade of kitchen facilities
Upgrade of toilet facilities including disability access
Provision of disabled access to a building (e.g. ramps and access doors)
Outdoor furniture and equipment (e.g. barbeque, chairs, tables)

Item Category
Examples of eligible items
Landscaping/gardening program (e.g. trailer, mowing equipment, gardening tools)
Provision of external shade areas (e.g. pergolas or verandas)