



# Students Support Package Islamic Museum of Australia Grant Opportunity Guidelines

<b>Opening date:</b>	19 March 2021
<b>Closing date and time:</b>	9:00 PM AEDT on 25 March 2021
<b>Commonwealth policy entity:</b>	Department of Education, Skills and Employment
<b>Administering entity:</b>	Community Grants Hub
<b>Enquiries:</b>	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> Questions should be sent no later than 5:00 PM AEDT on 22 March 2021
<b>Date guidelines released:</b>	19 March 2021
<b>Type of grant opportunity:</b>	Closed non-competitive

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# 1. Students Support Package: Islamic Museum of Australia processes

**The Islamic Museum of Australia grant is designed to achieve Australian Government objectives**

This grant opportunity contributes to the Department of Education, Skills and Employment's Outcome 1, Program 1.5 – Early Learning and Schools Support. The Department of Education, Skills and Employment works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).



**The grant opportunity opens**

We publish the grant guidelines on the [GrantConnect](#) and [Community Grants Hub](#) websites.



**You complete and submit a grant application**

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.



**We assess your grant application**

We assess your application against the assessment criteria including an overall consideration of value with money.



**We make grant recommendations**

We provide advice to the decision maker on the merits of your application.



**Grant decisions are made**

The decision maker (Assistant Secretary of the Co-ordination and Engagement Branch, Department of Education, Skills and Employment) decides if your application is successful.



**We notify you of the outcome**

We advise you of the outcome of your application.



**We enter into a grant agreement**

We enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and is 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 Islamic Museum of Australia grant opportunity**

We may evaluate your specific grant activity, the Islamic Museum of Australia. We may base this on information you provide us and that we collect from various sources.

## 1.1 Introduction

These guidelines contain information for the Islamic Museum of Australia (IMA) grant.

You must read these guidelines before filling out an application.

This document sets out:

- purpose of the grant program/grant opportunity
- eligibility and assessment criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by the Community Grants Hub on behalf of the Department of Education, Skills and Employment (the department).

## 2. About the grant program

The IMA grant program (the program) will run over 4 years from 2020—21 to 2023—24. The program was announced as part of the Students Support Package. This grant contributes to the achievement of *Program 1.5 – Early Learning and Schools Support* of the department's [Portfolio Budget Statement](#).

The objective of this part of the program is to support Year 4-10 students from primary and secondary schools across Australia with an Australian Curriculum-aligned education package that will immerse students in an interactive, educational and cross-cultural environment of the heritage of Muslims in Australia.

The intended outcome of the program is to contribute to social cohesion and foster continued cultural exchange and academic achievement.

### 2.1 About the Islamic Museum of Australia grant opportunity

This grant opportunity was announced as part of the Students Support Package, by the Hon Dan Tehan MP, Minister for Education, on 6 October 2020.

The objectives of the grant opportunity are to:

- use the latest technology to expand and upgrade IMA's online education program and learning platforms
- develop digital educational resources aligned with the Australian Curriculum for use by students and teachers
- develop professional development resources for use by primary and high school teachers, school leaders and other school support staff
- upgrade existing galleries and classrooms to enable virtual tours and online teaching and learning to be conducted.

The intended outcomes of the grant opportunity are to:

- deliver an Australian Curriculum-aligned online education package that will immerse students in an interactive, educational and cross-cultural environment of the heritage of Muslims in Australia
- support teachers and school communities to address religious, racial and cultural intolerance
- support the overall wellbeing of Muslim students.

The Community Grants Hub administers the grant opportunity according to the [Commonwealth Grants Rules and Guidelines 2017](#) (CGRGs).

### 3. Grant amount and grant period

#### 3.1 Grants available

For this grant opportunity, up to \$3 million (GST exclusive) is available over 4 years from 2020—21 to 2023—24 under the Islamic Museum of Australia program.

Funding must only be used for the purpose for which it will be provided.

#### 3.2 Grant period

The grant recipient will need to apply for funding in 2020—21 with funding being provided over a maximum period of 4 years. Grant funding comes to a completion in the 2023—24 financial year.

You must complete your project activity by 30 June 2024.

### 4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. The department considers that this is an appropriate type of selection process considering the nature of the grant is specifically dependent on IMA's specific expertise and understanding of Islamic culture in an Australian context.

#### 4.1 Who is eligible to apply for a grant?

To be eligible to receive a grant, you must be the invited organisation listed below and have received an Invitation with Service Delivery Plan application through GrantConnect.

The eligible applicant was selected due to having specific expertise and understanding in this area.

Invited Organisation	Funding (GST exclusive)				TOTAL
	2020—21	2021—22	2022—23	2023—24	
The Trustee for the Foundation for the Islamic Museum of Australia (IMA)  ABN: 88 561 206 382	\$1.3 million	\$700,000	\$700,000	\$300,000	\$3 million

No further organisations will be invited to apply.

The grant will be paid in instalments against deliverables (such as reports) across 2020—21 to 2023—24 by the Commonwealth in accordance with the agreed milestones, and compliance by the grantee with its obligations under the grant agreement.

## 4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this grant opportunity if you have not received an invitation to apply through GrantConnect and your organisation is not listed as an eligible invited organisation in section 4.1.

You are also not eligible to apply if you are an organisation, or your project partner is an organisation, included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

## 4.3 What qualifications, skills or checks are required?

If you are successful, IMA staff and volunteers working with children on the grant activity must ensure:

- compliance with all relevant legislation relating to the employment or engagement of Child-Related Personnel in relation to the activity, including all necessary Working With Children Checks however described
- Working With Children Checks obtained in accordance with this clause remain current and that all Child-Related Personnel continue to comply with all relevant legislation for the duration of their involvement in the activity.

# 5. What the grant money can be used for

## 5.1 Eligible grant activities

Each scheduled payment, as per the grant agreement, will be contingent on the provision of milestone reports, and evidence of work being undertaken.

Activities that the grant can be used for include:

- development and purchase of technology to enable delivery of educational resources
- development, promotion, delivery and evaluation of online educational resources for students
- development, promotion, delivery and evaluation of professional development courses and materials to school teachers, school leaders and other school support staff
- upgrades to IMA galleries and multipurpose classrooms to enable virtual tours and teaching.

## 5.2 Eligible locations

Your grant can include activities at different locations, as long as they are all in Australia.

## 5.3 Eligible expenditure

You may only spend the grant on eligible expenditure you have incurred on eligible grant activities or agreed project activities.

If your Invitation with Service Delivery Plan application is successful, we may ask you to verify project costs that you provided in your application. You may need to provide evidence such as quotes for major costs.

Not all expenditure on your grant activities may be eligible for grant funding. The Assistant Secretary, Co-ordination and Engagement Branch, the Department of Education, Skills and Employment (the decision maker) makes the final decision on what is eligible expenditure.

You must incur the expenditure on your grant activities or agreed project activities between the start date and end or completion date for your grant agreement.

## 5.4 What the grant money cannot be used for

You cannot use the grant for the following activities:

- purchase of land
- major capital expenditure
- covering of retrospective costs
- wages or salaries that are not directly attributed to the delivery of the project
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

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

## 6. The assessment criteria

You must address all of the following assessment criteria in the application. Each of the assessment criteria listed below has an equal weighting so you should provide an equivalent amount of information in responding to each criterion. A word limit of 750 words per criterion applies.

### **Criterion 1 – Objectives and outcomes**

Describe how you will achieve the objectives and outcomes of the grant program as outlined in section 2.

In responding to this criterion, you should include:

- a description and objectives of the project, including how it will be implemented, delivered and promoted
- details about who will benefit and the intended outcomes
- how your project represents value with money.

### **Criterion 2 – Organisation's capability**

Demonstrate your organisation's capability and capacity to successfully deliver the project on time and within budget.

In responding to this criterion, you should include:

- a description of your organisation's prior experience in delivering similar projects
- details about your organisation's capability to meet reporting and performance requirements.

### **Criterion 3 – Compliance**

Describe what steps will be taken to ensure IMA staff and volunteers working with children understand and comply with child safety obligations, including the relevant state and territory legislative requirements.

## Financial and credentials information

Prior to entering into a grant agreement, IMA must complete a Financial Viability and Credentials Form (refer to section 8.2).

## 7. How to apply

Before applying, you must read and understand these guidelines, the terms and conditions, sample grant agreement, and questions and answers etc.

These documents are found on the [GrantConnect](#) website. Any changes to grant documentation are published and addenda<sup>1</sup> will be published on [GrantConnect](#) and only accessible by the invited organisation. By registering on this website, you will be automatically notified of any changes. [GrantConnect](#) is the authoritative source for grants information.

Only the invited organisation can access these documents.

The organisation listed in section 4.1 is invited to submit an Invitation with Service Delivery Plan application using the individualised form that was emailed to you.

If you have not received the Invitation with Service Delivery Plan application in your invitation email, please contact 1800 020 283 (option 1) or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au) before the application closing date.

To apply, you must:

- complete the Invitation with Service Delivery Plan application
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments
- submit your application to the Community Grants Hub by 9:00 PM AEDT on 25 March 2021.

Once you have completed your application, you must email it and all required attachments to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

Please include **2020-4607 – Islamic Museum of Australia** in the subject line of your email response. Please keep a copy of your Invitation with Service Delivery Plan and any supporting documents submitted.

You must make sure that your Invitation with Service Delivery Plan application is complete and accurate and submitted in accordance with these guidelines. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application, have any technical difficulties or find an error in your application after submission, but before the closing date and time, you should contact the Community Grants Hub immediately on 1800 020 283 (option 1) or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub does not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

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<sup>1</sup> Addenda can include changes to existing grant opportunity documentation and/or publishing additional documents. Changes include but are not limited to corrections to currently published documents, changes to close times for applications and system outage notices.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

## 7.1 Timing of grant opportunity processes

You must submit your application between the published opening and closing dates.

### Late applications

We will not accept a late application.

### Expected timing for this grant opportunity

If you are successful, you will be expected to be able to commence your grant activity around May 2021.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	Within 1 week of the closing date
Approval of outcomes of selection process	Within 3 weeks of the closing date
Negotiations and award of grant agreements	Within 4 weeks of the closing date
Earliest start date of grant activity	May 2021
End date of grant activity	30 June 2024
End date of grant agreement	30 November 2024

## 7.2 Questions during the application process

Only invited applicants' questions will be answered during the application submission period. Please contact the Community Grants Hub on 1800 020 283 (option 1) or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The question period will close at 5:00 PM AEDT on 22 March 2021. Following this time, only questions about using and/or submitting the application form will be answered.

# 8. The grant selection process

## 8.1 Assessment of grant applications

This grant opportunity has been established as a closed non-competitive grant selection process. The department considers this is an appropriate type of selection process considering the nature of the grant is specifically dependent on the delivery of IMA's education package.

IMA has been identified as the appropriate applicant because this grant is to support the delivery of their existing program.

Only the application from the invited organisation listed in section 4.1 will be reviewed against the eligibility criteria and then considered through a closed non-competitive grant process.

If eligible, the department will then assess your application against the assessment criteria (see section 6). The department will consider your application on its merits, based on:

- how well it meets the criteria
- whether it provides value with relevant money<sup>2</sup>.

When assessing the extent to which the application represents value with relevant money, the department will have regard to:

- the overall objective/s to be achieved in providing the grant
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the objective and outcomes
- how the organisation will promote grant activities to target communities.

The following assessment rating will be used when undertaking the assessment of the application. This rating will be used to inform the delegate of the merit of the application:

- fully meets the selection criteria
- partially meets the selection criteria
- does not meet any of the selection criteria.

The application must score a rating of 'fully meets the selection criteria' or 'partially meets the selection criteria' for it to be considered for funding.

## **8.2 Financial viability**

The applicant may be subject to a financial viability assessment. The financial viability assessment forms part of the risk mitigation strategy and can include:

- establishing whether relevant persons within the organisation have any adverse business history (for example, current or past bankruptcy)
- assessment of the financial health of an entity.

## **8.3 Who will assess applications?**

The department will assess whether the application is eligible and compliant on its individual merit. Assessors, comprised of department staff, will assess the application on its individual merit against the assessment criteria and whether it represents value with money. The department uses this information to help them recommend to the decision maker whether the eligible organisation is to be awarded a grant. Any expert/advisor, who is not a Commonwealth official, will be required/expected to perform their duties in accordance with the [CGRGs](#).

The department may seek additional information about you or your application, which may delay completion of the selection process. This may be done from within the Commonwealth, even if the sources are not nominated by you as referees. The department may also consider information about you or your application that is available through the normal course of business.

## **8.4 Who will approve grants?**

The Assistant Secretary, Co-ordination and Engagement Branch, the Department of Education, Skills and Employment (the decision maker) decides whether to approve the grant.

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<sup>2</sup> See glossary for an explanation of 'value with money'.

The decision maker's decision is final, including the:

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

There is no appeal mechanism for decisions to approve or not approve a grant.

## 9. Notification of application outcomes

We will write to you about the outcome of your application, following a decision by the Assistant Secretary. If you are successful, you will be advised of any specific conditions attached to the grant.

### 9.1 Feedback on your application

Individual feedback will not be provided for this grant opportunity.

## 10. Successful grant applications

### 10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. The grant agreement will only be entered into once there is legislative authority in place for the program.

We will offer the successful applicant a Commonwealth Simple Grant Agreement for this grant opportunity.

The agreement has general grant conditions that cannot be changed. A sample grant agreement will be available on [GrantConnect](#) as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. If you choose to start your project before you have an executed grant agreement, you do so at your own risk.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These are identified in the agreement.

We may manage the grant agreement through our Grant Recipient Portal. Accepting the agreement through the Grant Recipient Portal is the equivalent of signing a grant agreement. After you have accepted it, we will execute the agreement. Execute means both you and the Commonwealth have entered into the grant agreement. We will notify you when this happens and a copy of the executed agreement will be available through the portal. The agreement will not become binding until it is executed.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

### **Commonwealth Simple Grant Agreement**

We will use a Commonwealth Simple Grant Agreement.

You will have 5 business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

You may request changes to the grant agreement. However, we will review any changes to make sure they do not affect the grant as approved by the decision maker.

## **10.2 Commonwealth Child Safe Framework**

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause is likely to be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children
- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

## **10.3 Multicultural access and equity**

The Australian Government's *Multicultural Access and Equity Policy* obliges Australian Government agencies to ensure their policies, programs and services – including those provided by contractors and service delivery partners – are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds.

Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into grant applications.

## **10.4 How we pay the grant**

The grant agreement will state the:

- maximum grant amount to be paid
- proportion of eligible expenditure covered by the grant, including wages
- timeline of payments and associated milestones.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity.

## **10.5 Grants payments and GST**

Payments will be GST inclusive. If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

## **11. Announcement of grants**

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by section 5.3 of the [CGRGs](#).

## **12. How we monitor your grant activity**

### **12.1 Keeping us informed**

You should let us know if anything is likely to affect your grant activities or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must also inform us of any changes to your:

- name
- addresses
- ABN
- nominated contact details
- bank account details.

If you become aware of a breach of the terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your grant and provide an opportunity for the Minister or their representative to attend.

### **12.2 Reporting**

The grantee must have systems in place to meet their data collection and reporting obligations outlined in their grant agreement.

You must submit an implementation plan and 6-monthly progress reports, final report and annual financial acquittals in line with the grant agreement. The reports are to be provided in accordance with the dates set out in the grant agreement. We will remind you of your reporting obligations before a report is due. You must discuss any reporting delays with us as soon as you become aware of them. We will expect you to report on:

- progress against agreed project milestones
- expenditure of the grant.

The amount of detail you provide in your reports should be relative to the size, complexity and grant amount.

We will monitor progress by assessing the reports you submit 6-monthly and may conduct site visits or request records to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, or ask for more information or an independent audit of claims and payments.

### **Implementation plan**

You must submit a draft and final implementation plan in line with the grant agreement, which must include the following:

- timeline for how the grantee will deliver the program
- an outline of any proposed promotion activities to promote the program
- strategies for the delivery of the program across Australia, including schools in regional, rural and remote locations
- budget for the program
- risk management plan.

You must review the implementation plan and amend it as necessary, as specified in the grant agreement.

### **Progress reports**

You will be required to submit 6-monthly progress reports. Progress reports must include:

- evidence of your progress towards completion of agreed activities and outcomes against the approved implementation plan
- show the total eligible expenditure incurred to date against the budget in the approved implementation plan
- number of programs delivered and location of schools where the program is delivered, and the number of participants in the program
- summary of any media coverage about the program (including links to, or copies of, the media coverage)
- any other information that the Commonwealth reasonably requires, and which is notified to you prior to submission of the progress report
- and be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

We will only make grant payments when we receive satisfactory progress reports.

You must discuss any reporting delays with us as soon as you become aware of them.

## **Final report**

When you complete the grant activity, you must submit a final report.

Final reports must:

- identify if and how outcomes have been achieved
- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred
- be submitted by the due date and in the format provided in the grant agreement.

## **Financial declaration**

We will ask you to provide a financial declaration for each funded financial year that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

## **Audited financial acquittal report**

We will ask you to provide an independently audited financial acquittal report at the end of the project period. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement.

Unspent funds must be returned to the department.

## **Ad-hoc reports**

We may ask you for ad-hoc reports on your grant. This may be to provide an update on progress, or any significant delays or difficulties in completing the grant activity.

## **Progress meetings**

The department will arrange regular meetings to discuss progress against agreed milestones in the implementation plan.

### **12.3 Grant agreement variations**

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Arrangement Manager in the Community Grants Hub.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

### **12.4 Compliance visits**

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

### **12.5 Record keeping**

We may also inspect the records you are required to keep under the grant agreement.

### **12.6 Evaluation**

We may evaluate the grant program to see how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

## 12.7 Acknowledgement

If you make a public statement about a grant activity funded under the program, we require you to acknowledge the grant by using the following:

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

## 13. Probity

The Australian Government will make sure that the grant opportunity 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](#).

These guidelines may be changed by the department. When this happens, the revised guidelines are published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

### 13.1 Enquiries and feedback

#### Complaints about this grant opportunity

The department's online [feedback and enquiry form](#) can be used for complaints about this grant opportunity. All complaints about this grant opportunity, including grant decisions, must be made in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to the department at [EngagementTeam@dese.gov.au](mailto:EngagementTeam@dese.gov.au).

#### Complaints about the selection process

Applicants can contact the complaints service with complaints about the Community Grants Hub's service/s or the selection process.

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the [online complaints form](#) on the [Department of Social Services](#) website, or contact the Department of Social Services' Complaints line.

Phone: 1800 634 035

Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

#### Complaints to the Ombudsman

If you do not agree with the way the Community Grants Hub or the department 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 Community Grants Hub or the department.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### 13.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if the department and 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
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/grant opportunity.

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 think there is an actual, apparent, or perceived conflict of interest, you must inform the department and the Community Grants Hub in writing immediately.

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](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Community Grants Hub](#) website.

### **13.3 Privacy**

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

- what personal information we collect
- why we collect your personal information
- who we give your personal information to.

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian Government may also use and give out information about grant applicants and grant recipients under this grant opportunity in any other Australian government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

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

As part of your application, you declare your ability to comply with the Privacy Act 1988 and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the department would breach an Australian Privacy Principle as defined in the Act.

### **13.4 Confidential information**

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant

information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the 3 conditions below:

1. You clearly identify the information as confidential and explain why we should treat it as confidential.
2. The information is commercially sensitive.
3. Revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- 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
- a House or a Committee of the Australian Parliament.

The grant agreement may also include any specific requirements about special categories of information collected, created or held under the grant agreement.

### **13.5 Freedom of information**

All documents that the Australian Government has, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act gives people the ability to get information held by the Australian Government and its organisations. Under the FOI Act, people can ask for documents the Australian Government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Team  
Government and Executive Services Branch  
Department of Social Services (DSS)  
GPO Box 9820  
Canberra ACT 2601

By email: [foi@dss.gov.au](mailto:foi@dss.gov.au)

## 14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the <a href="#">Public Governance, Performance and Accountability Act 2013</a> .
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
assessment criteria	are 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 grant opportunity, to determine application rankings.
commencement date	the expected start date for the grant activity.
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. See subsections 10(1) and (2) of the PGPA Act.
<a href="#">Commonwealth Grants Rules and Guidelines (CGRGs) 2017</a>	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
completion date	the expected date that the grant activity must be completed and the grant spent by.
co-sponsoring entity	when 2 or more entities are responsible for the policy and the appropriation for outcomes associated with it.
date of effect	can be the date on 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.
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
Funding Arrangement Manager	the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	<p>for the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> <li>a. under which relevant money<sup>3</sup> or other <a href="#">Consolidated Revenue Fund</a> (CRF) money<sup>4</sup> is to be paid to a grantee other than the Commonwealth</li> <li>b. which is intended to help address one or more of the Australian government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake.
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant.
<a href="#">GrantConnect</a>	the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
grantee	the individual/organisation which has been selected to receive a grant.
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement program.
National Redress legislation	means the <a href="#">National Redress Scheme for Institutional Child Sexual Abuse Act 2018</a> .

<sup>3</sup> Relevant money is defined in the PGPA Act. See section 8, Dictionary.

<sup>4</sup> Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
Portfolio Budget Statement (PBS) program	described within the entity's <a href="#">Portfolio Budget Statement</a> , 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.
value with money	<p>refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to the:</p> <ul style="list-style-type: none"> <li>▪ quality of the project proposal and activities</li> <li>▪ fit for purpose of the proposal in contributing to government objectives</li> <li>▪ absence of a grant is likely to prevent the grantee and government's outcomes being achieved</li> <li>▪ potential grantee's relevant experience and performance history.</li> </ul>