



Supporting Veteran Owned Business Grant Opportunity Guidelines

Opening date:	5 March 2021
Closing date and time:	11:00 PM AEDT on 19 March 2021
Commonwealth policy entity:	Department of Veterans' Affairs
Administering entity	Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: support@communitygrants.gov.au Questions should be sent no later than 5.00 PM AEDT on 12 March 2021
Date guidelines released:	5 March 2021
Type of grant opportunity:	Closed non-competitive

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1. Supporting Veteran Owned Business grant program processes

The Supporting Veteran Owned Business grant program is designed to achieve Australian Government objectives.

This grant opportunity is part of the above grant program, which contributes to Department of Veterans' Affairs Program 1.4: Assistance and Other Compensation for Veterans and Dependents. The Department of Veterans' Affairs works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#)



The grant opportunity opens

We publish the grant guidelines on [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 all grant applications

We assess the application against eligibility criteria and 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 each application.



Grant decisions are made

The decision maker (Minister for Veterans' Affairs) 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 Supporting Veteran Owned Business grant program

We evaluate your specific grant activity and the Supporting Veteran Owned Business grant program as a whole. We base this on information you provide us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the Supporting Veteran Owned Business Grant program. You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program
- the eligibility criteria
- how grant applications are considered and selected
- how the grantee is notified and receive grant payments
- how the grantee will be monitored and evaluated
- responsibilities and expectations.

This grant program will be administered by the Community Grants Hub on behalf of the Department of Veterans' Affairs (DVA).

2. About the grant program

The purpose of this grant program is to provide a grant to an organisation to deliver innovative programs to support veterans gain meaningful employment, including self-employment, from July 2021. This grant contributes to the achievement of *Program 1.4 – Assistance and Other Compensation for Veterans and Dependants* of the Department of Veterans' Affairs' [Portfolio Budget Statement](#).

The Supporting Veteran Owned Business (SVOB) grant program will empower an organisation to assist veterans and their families who want to establish their own business as part of their transition process to civilian life. The funding available as part of this grant program was announced as part of Budget 2020–21 under the 'Broadening the Prime Minister's Veterans' Employment Program' measure (see [Budget Measures 2020-21 – Part 2: Payment Measures p.167](#)).

The SVOB grant program recognises the transition journey out of the ADF is unique for every veteran and, to this end, the program provides the option of self-employment as a career pathway. This is why SVOB will provide self-employment support for both the veteran and their family, if this is the transition journey they want to take. Specifically, SVOB supports a staged approach to developing a business, recognising there is a learner journey that extends from business idea exploration to establishment and scaling.

This SVOB grant program complements other veteran employment initiatives including the New Enterprise Incentive Scheme available through the Department of Education, Skills and Employment.

Program objective

The objective of the SVOB grant program is to support an organisation that delivers self-employment related programs and/or services to assist veterans and veterans' families' consider self-employment as a career pathway and, if wanted, effectively transition into self-employment and compete in the marketplace.

Program outcomes

- Outcome 1: support Australian veteran and veteran family wellbeing by delivering high quality self-employment programs and/or services across as broad a geographical area as practicable.
- Outcome 2: improve the career sustainability and resilience of veterans and/or their families exploring self-employment, by delivering courses and activities together with peer-to-peer support and the introduction to veteran and civilian business communities.
- Outcome 3: delivery of courses and activities, consisting of:
 1. Workshops to explore mindsets, build confidence and capability, and assist informed decision making for veterans and/or their family member – up to 200 veteran community members per financial year.
 2. A program of activities designed and delivered to provide intensive, accelerated training for participants who are commencing or have started a small business – up to 15 veteran community members per program, and up to 60 individuals each year.
 3. A program of activities to be developed and delivered to increase competitiveness, including education to support building supplier relationships, improving financial capability and developing competitive tenders, in addition to working with Australian companies to explore inclusive procurement strategies and promotion of the #BuyVeteran campaign – 80 to 120 participants per financial year for the education components, with greater participation numbers enabled through other activities.

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

DVA's response to COVID-19 (Coronavirus) and changes to Supporting Veteran Owned Business grants

IMPORTANT: At the time of publication, there are a range of public health and other measures in place as part of Australia's response to COVID-19.

DVA's number one priority is the health and wellbeing of Australia's veteran community. COVID-19 represents a significant challenge both in Australia and internationally. Some members of the veteran community may be particularly vulnerable to COVID-19. For this reason, applicants should carefully consider the activities that funding is being sought for, to ensure that they can be safely delivered, including adhering to COVID-19 social distancing or other public health measures.

Australian Government information and advice for limiting the spread of COVID-19 is available on the [Department of Health website](#).

Successful grants will need to comply with the relevant social distancing or other public health measures in place at the time the activity is delivered (this includes national, state and/or local government requirements).

You are strongly encouraged to adapt proposed activities in your application to allow for social distancing and ensure the safety of participants, for example by undertaking virtual (online) consultations and meetings, rather than face-to-face events.

3. Grant amount and grant period

3.1 Grant available

The Australian Government has announced a total of up to \$414,000 GST exclusive over 3 years from 2021–22 to 2023–24 for the SVOB grant program. The grant opportunity will run from 5 March 2021 to 19 March 2021.

The allocation of grant funding under the SVOB grant program reflects the Australian Government's 2020–21 budget commitment to support veteran small business and entrepreneurship.

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 3 years. Grant funding comes to a completion in the 2023–24 financial year.

4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. DVA considers that this is an appropriate type of selection process considering the nature of the grant is specifically dependent on the grantee having:

- support of the veteran community as a core focus of the organisation
- demonstrated experience and a history of success in delivering self-employment education programs through a 'veteran lens'
- established partnership arrangements
- a capacity to draw on national and international best practice, and national and international partnerships.

There is one leading not-for-profit organisation in Australia uniquely placed to deliver on this program's objectives and outcomes.

4.1 Who is eligible to apply for a grant?

To be eligible to receive a grant, you must be the invited organisation listed in the table below and have received an invitation to apply through GrantConnect.

The invited organisation, Prince's Trust Australia, was selected because of its established focus on the veteran community (one of the national charity's 3 focus areas) and proven record of delivering education programs to over 370 veterans since 2015, understanding of the intersectional issues facing those who have served in the Australian Defence Force, established national and international links and partnerships, and an ongoing commitment to delivering courses helping veterans and their families explore the benefits of self-employment.

Invited Organisation	Grant Funding (GST exclusive)			
	2021–22	2022–23	2023–24	TOTAL
The Prince's Trust Australia Limited	\$225,000	\$139,000	\$50,000	\$414,000

No further organisations will be invited to apply.

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 at section 4.1.

4.3 What qualifications, skills or checks are required?

If you are successful, relevant personnel working on the grant activity must maintain the following checks and registrations (if applicable):

- Working with Children
- Working with Vulnerable People.

5. What the grant money can be used for

Important: Applications should only be submitted for activities that can be safely undertaken in accordance with COVID-19 social distancing or other public health measures.

5.1 Eligible expenditure

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

Eligible expenditure items are:

- costs associated with delivering training and education programs and/or services for Australian veterans and their immediate family that fulfil the SVOB grant program objective and outcomes specified in section 2 of this document
- costs associated with expanding existing programs and/or services that fulfil the SVOB grant program objective and outcomes specified in section 2 of this document
- salaries, wages and/or domestic travel for project managers undertaking work that directly relates to the objective and outcomes specified in section 2 of this document
- costs associated with reviewing and reporting on the education programs specified in section 2 of this document.

5.2 What the grant money cannot be used for

You cannot use the grant for:

- purchase of land
- wages or salaries that are not directly attributed to the provision of the project
- major capital expenditure
- the covering of retrospective costs
- 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 Service Delivery Plan application. The application will be assessed by DVA against the criteria below based on the weighting given to each criterion.

You must also complete the Project Work Plan (see Attachment A) on the template provided to you as part of the grant opportunity documents. You must respond to all sections of the Project Work Plan as this will be used to assess your application.

You are strongly encouraged to adapt proposed activities in your application to allow for social distancing and ensure the safety of participants, for example, by undertaking virtual (online) activities rather than face-to-face events. In your response to the below assessment criteria, you should include information about how your proposed activity will comply with COVID-19 requirements. This is particularly important for activities that place participants in close physical proximity, such as group activities and social events in confined spaces.

Criterion 1 – Organisational Experience (Outcomes 2 and 3) – 30% weighting

The applicant will have:

- proven relevant experience in improving the career sustainability and resilience of veterans and/or their families exploring self-employment. This includes the ability to integrate knowledge of the issues facing veterans and their families into course programming
- demonstrated capability to design and deliver a program of activities for veterans and/or their families who are commencing or have commenced a small business, including capacity to draw on international programs
- demonstrated capability to design and deliver a program of activities, including education that supports building business relationships, improving financial capability and developing competitive tenders, in addition to working with Australian companies to explore inclusive procurement strategies and promotion of a #BuyVeteran campaign.

Criterion 2 – Organisational capacity (all Outcomes) – 30% weighting

The applicant will be capable of:

- reporting on any outcomes and learnings related to the proposed funded activities
- attracting members of the veteran community, including families of veterans, for training
- delivering the funded courses and activities outlined in Outcome 3 in both the online and face to face environment over a broad geographical area.

Criterion 3 – Experience with the Veteran Community (Outcome 3) – 40% weighting

- The applicant must have knowledge of the intersectional issues facing those who have served in the Australian Defence Force. This includes knowledge of the effect of service life on military families and issues of employment encountered by veterans and their families.

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 addenda¹ 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 a Service Delivery Plan application using the individualised form that was emailed to you. If you have not received the Service Delivery Plan application in your invitation email, please contact 1800 020 283 (option 1) or email support@communitygrants.gov.au before the application closing date.

To apply you must:

- complete the 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 11.00 PM AEDT on 19 March 2021.

Once you have completed the Service Delivery Plan application, you must email it and all required attachments to support@communitygrants.gov.au.

Please include **2020-4588 – Supporting Veteran Owned Business** in the subject line of your email response. Please keep a copy of your Service Delivery Plan application and any supporting documents submitted.

You must make sure that your 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. 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.

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.

¹ 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.

7.1 Attachments to the application

All of the following documents must be attached to your application for it to be considered compliant and for it to proceed to assessment. Templates are provided for your use with the grant opportunity, documents as specified:

- Invitation with Service Delivery Plan application – mandatory, template provided
- SVOB Project Work Plan – mandatory, template provided
- Balance Sheet and Profit and Loss statements for the financial years ended 30 June 2020 and 30 June 2019
- Notes to the Financial Statements and Audit Reports (if available).

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

7.2 Timing of grant opportunity processes

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

Late applications

The Delegate or their appointed representative² will determine whether a late application will be accepted. The decision of the delegate will be final and not be subject to a review or appeals process.

Expected timing for this grant opportunity

If you are successful, you will be expected to be able to commence providing services to veterans and their families around July 2021.

7.3 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.

The Community Grants Hub will respond to emailed questions within 5 working days. Answers to questions are posted on [GrantConnect](#).

The question period will close at 5:00 PM AEDT on 12 March 2021. Following this time, only questions relating to using and/or submitting the application form will be answered.

8. The grant selection process

8.1 Assessment of grant applications

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

- how well it meets the criteria
- whether it provides value with relevant money³.

² This may be the Department of Veterans' Affairs delegate or nominated staff member at the EL2 level or above.

³ See glossary for an explanation of 'value with money'.

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

- the overall objective to be achieved in providing the grant
- extent to which the geographic location of the programs matches identified priorities
- 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 veterans and/or their families.

8.2 Financial viability

The applicant will 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 in the organisation have any adverse business history (for example, current or past bankruptcy)
- assessment of the financial health of the entity.

The applicant will be required to provide financial documentation with their application (see section 7.1 above).

8.3 Who will assess and select applications?

Assessors, comprised of DVA staff, will assess the application against the assessment criteria and whether it represents value with money, and make final recommendations to the decision maker. Any expert/advisor, who is not a Commonwealth Official, will be required/expected to perform their duties in accordance with the CGRGs.

Assessors 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. Assessors 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 Minister for Veterans' Affairs (the decision maker) decides whether to approve the grant.

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.

9. Notification of application outcomes

We will write to you about the outcome of your application. If you are successful, you are advised of any specific conditions attached to the grant.

10. Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will offer the successful applicant a Commonwealth Simple Grant Agreement for this grant opportunity.

The agreement has general/standard grant conditions that cannot be changed. A sample grant agreement is available on GrantConnect as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

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 10 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 How we pay the grant

The grant agreement will state the maximum grant amount to be paid.

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

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

10.4 Grants payments and GST

The Australian Taxation Office (ATO) advises that DVA grants are considered a Financial Assistance Payment and so they are not subject to GST. In accordance with that advice:

Organisations registered for GST

- are required to calculate the GST exclusive component of the cost of any item or service purchased for their proposed project
- must provide the final total GST exclusive amount in their grant application
- can claim an input tax credit through their BAS Statement to the ATO, for the GST component of purchased items or services.

Organisations NOT registered for GST

- are not able to request an input tax credit from the ATO for the GST component of purchased items or services
- are required to provide the final GST inclusive amount in their grant application.

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 SVOB grant 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.

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 services 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
- 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

You must submit reports in line with the grant agreement.

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

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
- the total eligible expenditure incurred to date
- evidence of expenditure
- the number of courses and/or programs delivered
- the number of people who have completed the training
- the number of businesses started after training
- qualitative feedback on participants who have completed training and have decided not to pursue self-employment
- 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.

Ad-hoc reports and periodic contribution

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.

We may ask you to attend and contribute to periodic workshops that will provide an opportunity to exchange information and to discuss and identify learnings from funded employment programs and/or services to inform the development of future veteran employment initiatives.

Final report

When you complete the services, 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.

12.3 Financial declaration

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

Unspent funding must be returned to the department.

12.4 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 at 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.

12.5 Evaluation

We will 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.

We may contact you up to one year after you finish your grant for more information to assist with this evaluation.

12.6 Acknowledgement

All publications related to the grant under the SVOB grant program must acknowledge the Commonwealth. If you make a public statement about a project funded under the program, we require you to acknowledge the grant by using the following:

‘The Prince’s Trust Australia Enterprise program received grant funding from the Australian Government to support veteran owned businesses.’

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

If the organisation launch’s the service or project activity at a public event or similar, you must give the Minister for Veterans’ Affairs the opportunity to officially open or launch the service or project activity.

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 DVA. 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 of Veterans' Affairs Feedback Management Policy](#) applies to complaints about the grant program. Complaints about the program, including grant decisions, must be provided in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to veteranemployment@dva.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](#) (DSS) website, or contact the DSS Complaints line.

Phone: 1800 634 035

Email: 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 Department of Veterans' Affairs 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.

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 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 of Veterans' Affairs 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
- 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 DVA 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 (the Act) 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 of Veterans' Affairs 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

Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013 .
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.
Commonwealth Grants Rules and Guidelines (CGRGs)	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"> a. under which relevant money⁴ or other Consolidated Revenue Fund (CRF) money⁵ is to be paid to a grantee other than the Commonwealth 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/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.
GrantConnect	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.
Portfolio Budget Statement (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.

⁴ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁵ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
selection process	<p>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.</p>
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"> ▪ quality of the project proposal and activities ▪ fit for purpose of the proposal in contributing to government objectives ▪ absence of a grant is likely to prevent the grantee and government’s outcomes being achieved ▪ potential grantee’s relevant experience and performance history.

Supporting Veteran Owned Business – Grant Program – Project Work Plan (2021–22 to 2023–24)

Instructions

Please complete the Project Work Plan below for the Supporting Veteran Owned Business (SVOB) Grant Program. Rows can be added to the following tables as required.

1. Project Details

Organisation Name	
Project Name	

2. Project Deliverables

Please outline key deliverables to achieve the intended outcomes and objectives for the SVOB grant program; specifying financial year/s in the timeframes column.

Deliverable	Timeframes	Proposed success measure/s	SVOB outcome alignment
<i>e.g. 1. Enterprise Online</i>	<i>Fin Yrs 2021–2024</i>	<i>Participation rate</i>	<i>Outcome 1</i>

3. Project Budget

Please outline key activities to be undertaken for each deliverable recorded in section 2 of the Grant Opportunity Guidelines.

Note that funding will be distributed as per the SVOB Grant Opportunity Guidelines. That is, the recipient will receive funding across the 3 year period from 2021–22 to 2023–24 as per the 2020–21 Budget commitment. The following funding has been prescribed: \$225,000 in the first year, \$139,000 in the second and \$50,000 in the third; totalling \$414,000 over 3 years.

Key activities per deliverable	Indicative budgeted amount
<i>e.g. 1. Conduct 4 Enterprise Online courses per financial year.</i>	<i>\$15,000 p/a</i>

Note: the proposed budget/expenditure must satisfy the eligible items/activities listed in the Grant Opportunity Guidelines (section 5). Please also refer to the guidelines for information on ineligible items/activities.

4. Number of participants

Please estimate the number of participants that will benefit per deliverable/activity per year as a result of funding.

	Deliverable/Activity name	2021-22	2022-23	2023-24
1	<i>e.g. Enterprise Online</i>	200	200	200
2				
3				

5. Risk management

Please identify risks associated with activities that will be undertaken to achieve SVOB outcomes and objectives, as well as mitigating strategies.

	Risk	How will the risk be managed
1		
2		
3		

6. Further information

You should demonstrate how your organisation's deliverables/activities meet the SVOB objective and outcomes (see section 2 in the Grant Opportunity Guidelines) as per the below.

Criterion 1 – Details of Your Project and Organisational Experience (Outcomes 2 and 3)

Describe your project in detail, how it will be delivered and the intended outcomes for all stakeholders.

- a) Describe how your organisation's experience and funded activities under the SVOB program will improve the career sustainability and resilience of veterans and/or their families exploring self-employment. This includes the ability to integrate knowledge of the issues facing veterans and their families into course programming.

- b) Describe your organisation's capability to design and deliver a program of activities for veterans and/or their families who are commencing or have commenced a small business, including capacity to draw on international programs.

- c) Demonstrated capability to design and deliver a program of activities, including education that supports building business relationships, improving financial capability and developing competitive tenders, in addition to working with Australian companies to explore inclusive procurement strategies and promotion of a #BuyVeteran campaign.

Criterion 2 – Organisational Capacity (all Outcomes)

Demonstrate your organisation’s capacity to successfully deliver the project to the target community/communities on time and in budget.

- a) Describe how the outcomes and learnings of the proposed funded deliverables/activities will be reported (refer to section 12 of the SVOB Grant Opportunity Guidelines)

- b) Describe how you plan to promote your deliverables/activities to the veteran community, including families of veterans

- c) Describe the approach for delivery of each funded course or activity outlined in Outcome 3, including plans for online and face to face delivery over a broad geographical area.

Please describe:

- *the type of deliverable/activity to be delivered: what it is; when it will be available; where it will be located*
- *how the deliverable/activity is unique and/or offers a different service to other services available.*

Criterion 3 – Experience with Veteran Community (Outcome 3)

- a) Describe the experience your organisation has with delivering programs to the veteran community, together with your knowledge of the intersectional issues facing those who have served in the Australian Defence Force. This includes knowledge of the effect of service life on military families and issues of employment encountered by veterans and their families.