



## Family Law Services Children's Contact Service – Melbourne Inner Grant Opportunity Guidelines

<b>Opening date:</b>	4 April 2019
<b>Closing date and time:</b>	11.00PM AEST on 17 April 2019
<b>Commonwealth policy entity:</b>	Attorney-General's Department
<b>Co-sponsoring entity</b>	Department of Social Services
<b>Administering entity</b>	Community Grants Hub
<b>Enquiries:</b>	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> Questions should be sent no later than 5.00PM AEST on 12 April 2019
<b>Date guidelines released:</b>	4 April 2019
<b>Type of grant opportunity:</b>	Targeted competitive

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# 1. Family Law Services: Children's Contact Service – Melbourne Inner Grant Process

## **The Children's Contact Service is designed to achieve Australian Government objectives**

This grant opportunity is part of the Department of Social Services' Outcome 2.1: Families and Communities which is funded through the Attorney-General's Department's Outcome 1: A just and secure society through the maintenance and improvement of Australia's law, justice, security and integrity frameworks.

The Department of Social Services works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines 2017](#).

## **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 applications against eligibility criteria and notify you if you are not eligible. If you are eligible, we then assess your eligible application against the assessment criteria including an overall consideration of value with money and compare it to other applications.



## **We make grant recommendations**

We provide advice, through the Selection Advisory Panel to the decision maker on the merits of each application.



## **Grant decisions are made**

The decision maker decides which applications are successful.



## **We notify you of the outcome**

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



## **We enter into a grant agreement**

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.



## **Performance management of the grant**

We monitor your performance against the grant agreement on an ongoing basis. We base this on information you provide to us and that we collect from various sources.

## 1.1 Introduction

These guidelines contain information for the Family Law Services: Children's Contact Service – Melbourne Inner grant.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity
- the 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 Attorney-General's Department.

## 2. About the grant program

Children's Contact Services (CCS) are delivered as part of the Department of Social Services (DSS) Family Law Services Activity, under the Families and Children Program within Outcome 2.1: Families and Communities.

The Family Law Services Activity is the policy responsibility of the Attorney-General's Department (AGD), funded from the AGD-administered Family Relationship Services Program (FRSP). The objective of the FRSP is to improve the wellbeing of Australian families, particularly families with children who are at risk of separating or have separated.

The legal basis for the Commonwealth Government providing funding for this grant activity under the FRSP is the Financial Framework (Supplementary Powers) Act 1997.

Family Law Services must be child-focused and should have an early intervention and prevention focus to work with families early in the life of the presenting issues. Services aim to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children.

Family Law Services have a particular role in helping families with complex needs, including those with family violence issues.

All Family Law Services must provide integrated services as part of the family law system and work in collaboration with other services and the community. These include specialist family violence, drug and alcohol, and legal services. A collaborative service system helps to ensure that:

- families are provided with the information and support they need about service options, including from other services, sectors and jurisdictions
- families are actively connected through appropriate referrals to services and supports, as early as possible
- children and families at risk of harm receive a timely and well-coordinated response from those who can help keep them safe.

The Family Law Services Activity has a number of components:

- Children's Contact Services (to which this grant opportunity relates)

- Family Relationship Centres
- Supporting Children after Separation Program
- Parenting Orders Program – Post Separation Co-operative Parenting Services
- Family Dispute Resolution
- Regional Family Dispute Resolution
- Family Law Counselling
- Family Relationship Advice Line.

This grant opportunity is for the provision of funding to deliver a CCS in Melbourne Inner Statistical Area Level 4 through a five-year grant agreement from 1 July 2019 through to 30 June 2024.

A CCS is currently delivered in Melbourne Inner Statistical Area Level 4 by another service provider under a grant agreement that will expire on 30 June 2019. This grant opportunity is for a new service provider to deliver a CCS in this area, including the transitioning of existing clients from the previous provider. The grant opportunity has arisen following the recent closed non-competitive grant opportunity that was published on 2 January 2019, whereby all service providers of FRSP funded CCS were invited to apply for funding to continue to deliver their CCS program in their existing service areas. The current service provider has chosen not to provide CCS services in this area from 1 July 2019.

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

## **2.1 About the Children’s Contact Service – Melbourne Inner grant opportunity**

These guidelines contain information for a grant opportunity to deliver a CCS in Melbourne Inner Statistical Area Level 4.

The objectives of the grant opportunity to deliver a CCS are to:

- provide a child-centred model of intervention that assists children of separated parents to establish and maintain a relationship with their other parent and family members
- help achieve sustained and workable long term arrangements.

The intended outcome of this grant opportunity is to deliver a CCS in Melbourne Inner Statistical Area Level 4 that provides a safe, reliable and neutral place to assist parents with the changeover of children. The CCS should also provide supervised visits to assist separated parents to manage contact arrangements, especially where there are concerns about safety. The CCS must ensure that the best interests of the child are kept at the centre of the contact process.

The CCS must provide:

- intake, screening and assessment of both parents separately to ensure commitment and agreement to the protocols of the service
- child-focused information to families
- orientation of children to the surroundings of the service
- change-over and supervised contact which provides supervision and a safe environment for the change-over of children between carers and/or supervised visitation, to implement children’s contact arrangements

- referral and regular review of change-over and supervised contact visits with the goal that parents will graduate to self-management.

The CCS will be independent and will not be bound to provide a service, even if expressly ordered by a court.

The CCS must be operated in accordance with the *Children's Contact Services Guiding Principles Framework for Good Practice*.

The CCS must have a fees policy in place and charge fees based on a client's capacity to pay.

## 3. Grant amount and grant period

### 3.1 Grants available

A total of \$2,142,955 GST exclusive over five years is available for this grant opportunity, starting as soon as possible from 1 July 2019 and finishing on 30 June 2024. Subject to negotiations, establishment costs of up to \$86,000 GST exclusive will also be available.

#### **Commonwealth Social and Community Services Award supplementation**

The CCS grant recipient may be eligible to receive Commonwealth Social and Community Services (SACS) Award supplementation. The SACS supplementation is provided only to programs that existed in February 2012 and is limited to programs that were in-scope as at 1 February 2012. This is because when new policy proposals and programs are developed, SACS wage costs (at the relevant award rate) are included in the baseline program funding. If the program is an in-scope program the SACS supplementation can only be used to pay SACS workers' salaries and costs associated with meeting their obligations as a result of the Equal Remuneration Order.

SACS supplementation ceases on 30 June 2021. Further information can be found on the [DSS website](#).

### 3.2 Grant period

The grant period is five years from 1 July 2019 to 30 June 2024.

## 4. Eligibility criteria

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

To be eligible you must be one of the invited organisations listed below and have received an invitation to apply through GrantConnect.

The invited organisations are organisations that currently deliver an FRSP funded CCS within Victoria. These organisations have each demonstrated their ability to deliver effective, professional and high quality CCS and have been successfully providing these services over many years.

These organisations are already operating in accordance with the *Children's Contact Services Guiding Principles Framework for Good Practice* and this provides a level of assurance that safe and quality services are being provided. These organisations have existing networks and a good knowledge of communities within Melbourne Inner or the surrounding areas of Victoria. They would be readily able to establish and operate an additional CCS within their state.

This restricted competitive approach would provide the greatest value for money for the Commonwealth and best promote the safety and wellbeing of clients by drawing from the existing knowledge and expertise of these current funded CCS service providers operating in Victoria.

## **Invited Organisations**

- Bethany Community Support Inc.
- Child & Family Services Ballarat Inc.
- Children Australia Inc
- Comm Unity Plus Services Ltd
- Family Life Limited
- Anglicare Victoria
- Mallee Family Care Inc.
- The Trustee for The Salvation Army Victoria Property Trust
- Upper Murray Family Care Inc.

Applications from consortia are acceptable, as long as you have an invited lead applicant who is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity as per the list above<sup>1</sup>

### **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 are not listed as an eligible invited organisation at Section 4.1.

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

The successful grantee must ensure that personnel performing work in the CCS are appropriately skilled to perform the tasks required of the position and have the relevant mandatory qualifications as required within the relevant professional field.

The successful grantee must ensure that the staff working on the grant activity maintain the currency of their Working with Vulnerable People registration.

## **5. What the grant money can be used for**

### **5.1 Eligible grant activities**

The grant can be used for the following grant activities:

- intake and assessment of both parents separately to ensure commitment and agreement to the protocols of the service
- orientation of children to the surroundings of the service
- change-over and supervised contact to implement children's contact arrangements
- regular review of change-over and supervised contact visits with the goal that parents will graduate to self-management
- referral to other services that can assist with family relationship and separation issues.

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<sup>1</sup> The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the program. Consortia are eligible to apply and the relevant conditions applicable to consortia are at 7.1 'Joint (consortia) applications'

## **5.2 Eligible locations**

Your grant activities must be delivered in the Melbourne Inner Statistical Area Level 4.

## **5.3 Eligible expenditure**

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

Eligible expenditure items are:

- staff salaries and on-costs which can be directly attributed to the provision of the funded grant activity
- employee training for paid staff delivering activities that are relevant, appropriate and in line with the activity objectives
- administration expenses directly related to the delivery of the grant activity such as:
  - interpreting services
  - telephones
  - rent and outgoings
  - computers/information technology/software
  - insurance
  - utilities
  - postage
  - stationery and printing
  - accounting and auditing
- assets as defined in the terms and conditions that can be reasonably attributed to meeting grant agreement deliverables
- travel costs and motor vehicles used for the purposes of transporting staff or clients to service delivery outlets.

You must incur the expenditure on your grant activities between the start date and end or completion date for your grant activity for it to be eligible.

## **5.4 What the grant money cannot be used for**

Expenditure items or activities that are not eligible are:

- relocation costs
- purchase of land
- wages not directly related to the delivery of the funded grant activity
- 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 not directly related to the grant activity
- 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 the following assessment criterion in the application.

The application form includes character limits – up to 6000 characters (900 words). The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.

### Criterion 1

Describe how your organisation will deliver the CCS in accordance with the requirements of the grant opportunity.

When addressing the criterion, strong applicants will:

- describe the services you will provide, including an outline of the service delivery model that your organisation will use to deliver the activity
- explain how the proposed service model will meet the needs of clients, including Aboriginal and Torres Strait Islanders, individuals from culturally and linguistically diverse backgrounds, individuals with a disability or those experiencing family violence.

## 7. How to apply

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

These documents are found on the [GrantConnect](#) website. Any changes to grant documentation are published on both websites and addenda<sup>2</sup> will be published on GrantConnect. By registering on GrantConnect, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

These guidelines are publicly available on [GrantConnect](#), however only invitees can access the other documents including the application form.

You can only submit one application form for this grant opportunity. If more than one application is submitted, the latest accepted application form will progress.

To apply you must:

- complete the online application form on [GrantConnect](#)
- provide all the information requested
- address all eligibility criteria and assessment criteria
- submit your application/s to the Community Grants Hub by 11:00PM AEST on 17 April 2019.

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

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<sup>2</sup> Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, questions and answers documents.

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code 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 online, 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 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub do 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 the nature of your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

You should keep a copy of your application and any supporting documents.

You will receive an automated notification acknowledging the receipt of your application.

## **7.1 Joint (consortia) applications**

We recognise that some organisations may want to join together as a group to deliver the grant activity.

In these circumstances, you must appoint an invited 'lead organisation'. Only the invited lead organisation can submit the application form and enter into a grant agreement with the Commonwealth. The application must identify all other members of the proposed group.

You must have a formal arrangement in place with all parties prior to execution of the agreement.

## **7.2 Timing of grant opportunity processes**

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

### **Late applications**

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

## How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub via [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

Written requests to lodge a late application will only be accepted within three days after the grant opportunity has closed.

The delegate or their appointed representative<sup>3</sup> 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.

Once the outcome is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

## Expected timing for this grant opportunity

If you are successful, you will be expected to start your grant activity by 1 July 2019.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 4 April 2019 Close: 17 April 2019
Assessment of applications	2 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 4 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	1 July 2019
End date of grant activity	30 June 2024

## 7.3 Questions during the application process

Only questions from invited organisations will be responded to during the application submission period. You can contact the Community Grants Hub on 1800 020 283 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

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

The question period will close at 5:00PM AEST on 12 April 2019. Following this time, only questions about using and/or submitting the application form will be answered.

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<sup>3</sup> This may be the Hub Delegate or nominated staff member of the client agency at the EL2 level or above.

## 8. The grant selection process

### 8.1 Assessment of grant applications

The Assessment team will review your application against the eligibility criteria. Only eligible applications will move to the next stage. Eligible applications will be considered through a targeted competitive grant process.

If eligible, Department of Social Services will then assess your application against the assessment criterion (see Section 6) and against other applications. We will consider your application on its merits, based on how:

- well it meets the criterion
- it compares to other applications.

A Selection Advisory Panel will consider whether it provides value with relevant money.<sup>4</sup>

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

- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives
- how the grant activities will target groups or individuals.

### 8.2 Who will assess and select applications?

We will assess each eligible and compliant application on its merit and compare it to other eligible applications. Assessment will be undertaken by Department of Social Services personnel, who will undertake training to ensure consistent assessment of all applications.

A Selection Advisory Panel comprised of Department of Social Services and Attorney-General's Department staff will then review all ranked applications. The Selection Advisory Panel may seek additional information about you or your application and this may delay completion of the selection process. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The assessment centre may also consider information about you or your application that is available through the normal course of business.

The Selection Advisory Panel recommends to the decision maker which application to approve for the grant.

### 8.3 Who will approve grants?

The Attorney-General, or his delegate, will make the final decision to approve the grant based on the recommendations of the Selection Advisory Panel.

The decision maker's decision is final in all matters, including the:

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

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<sup>4</sup> See glossary for an explanation of 'value with money'.

The Attorney-General, or his delegate, must not approve funding if he reasonably considers that the program funding available across financial years will not accommodate the funding offer, and the application does not represent value for money.

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. If you are successful, you will be advised of any specific conditions attached to the grant.

### 9.1 Feedback on your application

A feedback summary will be published on the Community Grants Hub website to provide all organisations with easy access to information about the grant selection process and the main strengths and areas for improving applications.

Individual feedback will not be provided for this grant opportunity.

### 9.2 Further grant opportunities

If there is not a suitable application to meet the program's objectives, the Attorney-General's Department may conduct a further selection process.

## 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.

Each agreement has general/standard grant conditions that cannot be changed. Sample grant agreements are available on the GrantConnect website 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.

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.

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 twenty (20) 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.

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.

## 10.5 Grant payments and GST

Payments will be made as set out in the grant agreement. Payments will be GST exclusive. If applicable, GST will be payable on this grant funding and will be set out in the grant agreement.

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
- 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.

### 12.2 Reporting

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

You will be required to submit a Financial Acquittal (12 months).

Performance information (e.g. client characteristics and service delivery information) needs to be collected by grantees at the client level and put directly into the department's performance reporting solution, the Data Exchange.

The performance information reported through the Data Exchange includes:

- client identity characteristics (given and family names, date of birth, gender and residential address)
- client demographic characteristics (Indigenous status, cultural and linguistic diversity, and disability status, impairment or condition)
- service delivery information (outlets, cases, sessions)
- client outcomes.

The Data Exchange has two standardised six-monthly performance reporting periods each year, which run from 1 July to 31 December and 1 January to 30 June, with a 30-day close-off period after each of these. Once the close-off period is completed, no further changes can be made to the data.

Information must be provided in accordance with the Data Exchange Protocols available on the [Data Exchange website](#).

For this activity, participation in the “partnership approach” is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of

regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances.

**CCS performance indicators descriptions:**

1. Number of participants; counted as the number of unique client records.
2. Number of events/services instances delivered; counted as the number of service instances.
3. Proportion of participants from priority target groups, measured as the percentage of the total unique clients who identify as being Aboriginal or Torres Strait Islander, CALD, disabled or other as specified in program guidelines.
4. Proportion of clients achieving improved independence, participation and wellbeing immediately after assistance.
5. Proportion of clients achieving individual goals related to independence, participation and wellbeing.

Performance indicators will be measured using benchmarking, comparing your achievement against similar service providers delivering comparable services, using characteristics defined in the Data Exchange Protocol.

## **12.3 Performance Management**

Your performance against the grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager in the Community Grants Hub. The Funding Arrangement Manager will ensure all milestones shown in your grant agreement are met. Where a grantee fails to meet the outcomes and objectives of the funded activity, actions will be outlined in the grant agreement.

You must submit reports in line with the grant agreement. We will expect you to report on:

- progress against agreed CCS milestones and outcomes
- expenditure of the grant.

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

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 request an independent audit of claims and payments.

### **Progress reports**

Progress reports must:

- include evidence of your progress toward completion of agreed activities and outcomes
- show the total eligible expenditure incurred to date
- 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 tell us of any reporting delays with us as soon as you become aware of them.

## **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.

## **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 in the format and by the date provided in the grant agreement.

### **12.4 Financial declaration**

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

### **12.5 Acknowledgement**

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

‘This activity 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 from time-to-time by the Department of Social Services. 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 Social Services [Complaints Procedures](#) apply to 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 [support@communitygrants.gov.au](mailto:support@communitygrants.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 complaints form on the Department of Social Services website, by phone or mail.

Phone: 1800 634 035

Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

### **Complaints to the Ombudsman**

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

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 Attorney-General's Department 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 you think there is an actual, apparent, or perceived conflict of interest, you must inform the Department of Social Services 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

In submitting a grant application under this opportunity, you agree to the Australian Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information, we cannot assess your grant application.

The Australian Government may also use and disclose information collected about you 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 in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also 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 Australian Government 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 three 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  
                           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.
completion date	the expected date that the grant activity must be completed and the grant spent by.
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it
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)</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.
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	is 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> <ol style="list-style-type: none"> <li>a. under which relevant money<sup>5</sup> or other <a href="#">Consolidated Revenue Fund</a> (CRF) money<sup>6</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> </ol>
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>	is the Australian government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
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.
grantee	the individual/organisation which has been selected to receive a grant.
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.

<sup>5</sup> Relevant money is defined in the PGPA Act. See section 8, Dictionary.

<sup>6</sup> Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
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.
Selection Advisory Panel	provides strategic oversight, advice and recommendations to the decision maker on assessed applications from the program specific, service provider composition and service location perspectives.
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>