



# Feedback for Applicants

## Continuity of Support for the National Auslan Interpreter Booking and Payment Service (CoS for NABS)

### Overview

The CoS for NABS program was announced in the 2018-19 Budget. \$2 million over two years, from 2020-21 to 2021-22, will be provided for a single organisation to deliver supports nationally from 1 July 2020 to approximately 600 existing NABS clients who are ineligible for the National Disability Insurance Scheme (NDIS) and new clients aged 65 and over who are therefore ineligible for the NDIS.

Funding will be provided to a single organisation to deliver a national service that books and pays for an accredited Auslan (Australian Sign Language) interpreter to attend medical consultations that attract a Medicare rebate, or specified health consultations, provided in a private medical practice by a general practitioner, specialist or health professional.

CoS for NABS will provide interpreting services for existing NABS clients aged 65 years and over, and new clients aged 65 years and over. Consultations that occur in private or public hospitals are not covered by the NABS service, except for Aboriginal and Torres Strait Islander Auslan users.

The key objective of NABS is to ensure no deaf person is disadvantaged by not having an available interpreter when attending a private medical or specified health appointment provided in a private medical practice by a general practitioner, specialist or health professional.

As part of its core business, NABS has a vitally important role to play in increasing awareness in the community, developing relationships with other service providers and working cooperatively with key stakeholders.

The application period opened on 28 February 2020 and closed on 27 March 2020. Applicants could apply for up to a maximum of \$2 million in funding over the funding period.

This feedback is provided to help grant applicants understand what made a strong application for this grant round, and how to strengthen future applications.

## Selection Process

The Department of Social Services (DSS) undertook an open-competitive selection process, allowing all organisations in the sector to apply. DSS received three applications for funding.

Following eligibility and compliance checks, applications were assessed against the three weighted selection criteria. Criteria 1 and 2 were both weighted 30%, and criterion 3 was weighted 40%.

- Criterion 1 Describe your proposed Continuity of Support for National Auslan Interpreter Booking and Payment Service, and how this will be made operational by 1 July 2020 to achieve outcomes for the target group.
- Criterion 2 Demonstrate your organisation's experience in developing, implementing, managing and monitoring effective programs for the Deaf Auslan community.
- Criterion 3 Demonstrate your organisation's capacity and capability to manage a Continuity of Support for National Auslan Interpreter Booking and Payment Service to a high standard.

Information on what made a strong response to each criterion is provided below.

A Selection Advisory Panel (the Panel) comprised of staff from the Department of Social Services assessed the applications and made final funding recommendations.

The Panel recommended applicants based on the strength of their responses to the selection criteria and their ability to meet the grant requirements outlined in the Grant Opportunity Guidelines. Specifically, the Panel recommended the applicant that best demonstrated:

- how the grant activity would contribute to the objectives and outcomes of the grant opportunity, and the expected extent of the impact
- their capability and capacity to undertake the grant activity
- strong alignment with the grant opportunity objective and represented good value for money.

The Panel recommended the organisation for the Delegate to consider for funding. The Delegate for the grant round was the Group Manager, Participants and Performance, based on the value of the round and in line with DSS Financial Delegations.

The Delegate made the final decision to approve the grant, including the:

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

The preferred applicant was identified based on the strength of their responses to the selection criteria and their demonstrated ability to meet the grant requirements outlined in the Grant Opportunity Guidelines.

# Selection Results

One organisation was selected to deliver the CoS for NABS activity.

The selected organisation provided strong responses to the assessment criteria and demonstrated their ability to meet the eligibility requirements outlined in the Grant Opportunity Guidelines. Further detail about what constituted a strong response to each criterion is provided below.

## Criterion 1

**Describe your proposed Continuity of Support for National Auslan Interpreter Booking and Payment Service, and how this will be made operational by 1 July 2020 to achieve outcomes for the target group.**

### **Strong applications clearly:**

- explained how the development and implementation of the activity will achieve the grant objectives.
- explained how the organisation will measure outcomes and progress towards achieving the grant objective.

### **Example:**

- A strong application included reference to the organisation already having established or having access to an established national call centre and whether they are a registered NDIS provider.
- A strong application used clear and convincing arguments that were supported by evidence. Strong applicants also identified limited areas of relevant weakness.
- Specific and strong examples were provided of how the grant objectives will be achieved – for example, reference to the development of relationships and engagement with a large number of Auslan interpreters and how this occurs, development of relationships and trust within the Deaf Auslan users community and information about the technical infrastructure in place to ensure the objectives of providing a national booking service will be met.
- A strong application provided information about the communication strategies used to engage both deaf Auslan users and Auslan interpreters. This included, but was not limited to, reference to different communication methods such as text messaging, use of the National Relay Service and online methods.
- A strong application used data and statistics to support the demonstration of how the activity would be delivered in order to meet the grant objectives.
- A strong application provided a good outline of the complaints and feedback processes.
- A strong application provided information to demonstrate how the overall grant objective is being met. For example, statistics that will be collected and kept and use of client surveys to determine satisfaction.

## Criterion 2

**Demonstrate your organisation's experience in developing, implementing, managing and monitoring effective programs for the Deaf Auslan community.**

### **Strong applications clearly:**

- demonstrated the organisation's experience developing and delivering programs and activities that are relevant to this grant.
- demonstrated the organisation's proven ability to develop and implement effective programs and activities for the Deaf Auslan community.
- explained how the organisation will develop and implement strategies to support Deaf Auslan users in regional and remote areas.

### **Example:**

- A strong application used comprehensive, clear and convincing arguments that were supported by strong evidence. Strong applications also identified limited areas of weakness.
- A strong application provided an excellent demonstration of how an organisation would be able to deliver and build the program. This included providing a detailed outline of established structures in place to be able to deliver the program.
- A strong application provided solid evidence and arguments to demonstrate an organisation's proven ability to develop programs for the deaf Auslan community. This included examples of the relationships built with both the Deaf community and the interpreting community. Strong applications also provided statistics in respect of positive community feedback to existing program delivery to support their evidence and arguments in demonstrating how they can develop and implement effective programs and activities for the Deaf Auslan community.
- A strong application provided information which described the demonstration of telehealth and video health infrastructure, including examples to support how services are delivered in remote communities, particularly delivery of services face-to-face in regional and remote communities.

## Criterion 3

**Demonstrate your organisation's capacity and capability to manage a Continuity of Support for National Auslan Interpreter Booking and Payment Service to a high standard.**

### **Strong applications clearly:**

- outlined the number of key staff that will manage and / or deliver the activity, and outlined their relevant capabilities (experience, skills and qualifications).
- explained how the organisation will effectively manage the activity to ensure that it achieves the grant objectives.
- demonstrated the organisation's ability to successfully manage Commonwealth grant funding.

### **Example:**

- A strong application identified whether they are a registered NDIS provider.
- A strong application used comprehensive, clear and convincing arguments that were supported by strong evidence. Strong applications also identified limited areas of weakness.
- A strong application identified the key staff in place to deliver the activity and outlined their experience and professional qualifications to a very high standard.
- Strong applicants provided a detailed and comprehensive account of the steps that would be taken to manage the activity.
- Strong applicants addressed all components of delivery, including infrastructure, client engagement, interpreter recruitment and evaluation.
- Strong applicants were able to convincingly demonstrate they can successfully manage government funding. This included listing and detailing a range of government grants that they have successfully managed. Strong applicants provided information including name of the grant and the purpose and objective of the activity the grant was provided for. Strong applicants also included detailed information about how the grant was monitored and how outcomes were assessed and reported.