

# Financial Wellbeing and Capability Activity - Financial Crisis and Material Aid: Emergency Relief Guidelines

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Commonwealth policy entity:	Department of Social Services
Enquiries:	If you have any questions, please contact Community Grants Hub Phone: 1800 020 283  Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>
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# 1. Financial Wellbeing and Capability Activity - Financial Crisis and Material Aid: Emergency Relief Grant Opportunity Processes

**The Program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above Grant Program, which contributes to the Department of Social Services' Outcome 2: Families and Communities. The Department of Social Services works with stakeholders to plan and design the Grant Program according to the *Commonwealth Grants Rules and Guidelines*.



**The grant opportunity opens**

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



**You complete and submit a grant application/s**

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



**We assess all grant applications**

We assess the applications against eligibility criteria and notify you if you are not eligible. We then assess each application against the assessment criteria including an overall consideration of value for money and compare it to other applications.



**We make grant recommendations**

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



**Grant decisions are made**

The decision maker decides which grant applications are successful.



**We notify you of the outcome**

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



**We enter into a grant agreement**

We will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature 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 grant**

We evaluate the specific grant activity and Financial Wellbeing and Capability Activity as a whole. We base this on information you provide to us and that we collect from various sources.

## 1.1 Role of the Community Grants Hub

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

## 1.2 About the grant program

The Financial Wellbeing and Capability Activity is a component of the Families and Communities Program. The Families and Communities Program aims to strengthen relationships, improve the wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning and facilitate the settlement of migrants and humanitarian entrants in the community.

The objectives of the Financial Wellbeing and Capability Activity are to support eligible individuals and families to navigate financial crises and build financial wellbeing, financial capability, and resilience for vulnerable people and those most at risk of financial and social exclusion and disadvantage.

Services provided under the Financial Wellbeing and Capability Activity include the provision of crisis support, broad financial capability building services, financial counselling, and access to microfinance products. Funding may also be provided to ensure the organisations and staff (paid and voluntary) delivering the Activity have adequate capacity and capability to deliver high quality, high functioning services. Services are free, voluntary and confidential and are delivered by community and local government organisations.

The Financial Wellbeing and Capability Activity contributes to improved outcomes for eligible vulnerable people, families and communities by:

- helping people who are unable to pay their bills or are at imminent risk of not being able to pay their bills
- improving financial capability by helping people to make informed choices to address their financial problems, and by fostering the improved use and management of money
- assisting clients to navigate life transitions and/or financial stress or crisis which may negatively impact on their wellbeing
- improving financial resilience and pathways to mainstream financial services by providing access to savings products and affordable credit products
- implementing research and evaluation activities to contribute to program and service improvement.

The Program will be undertaken according to the *Commonwealth Grants Rules and Guidelines 2017 (CGRGs)*.

## 1.3 About the Grant Opportunity

These guidelines contain information for Emergency Relief grants.

This document sets out:

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

You must read this document before filling out an application/s.

The grant agreement will only be entered into once there is legislative authority in place for the Program.

## 1.4 Emergency Relief Grant Opportunity outcomes

Under the Financial Wellbeing and Capability Activity, funding is provided for Emergency Relief.

Emergency Relief contributes to the Financial Wellbeing and Capability Activity outcomes by providing immediate financial or material aid to eligible people. This may constitute food parcels, clothes or vouchers (for example for supermarket, utilities or petrol).

**Client eligibility to receive services provided by the grantee, funded under the Emergency Relief grant opportunity, will be restricted solely to people unable to pay their bills or at imminent risk of not being able to do so.**

Emergency Relief aims and objectives include:

- assisting people to deal with their immediate crisis situation;
- delivering services in a way that maintains the dignity of the individual and families;
- referring people to other relevant services, to help them pay bills or reduce the risk of being unable to pay their bills; and
- encouraging greater self-reliance.

To enable effective delivery of the aims of Emergency Relief, the Department is seeking a range of organisations to deliver services across the SA4s and SA2s. The SA4s have been outlined in Appendix A.

## 2. Grant amount

The Australian Government has announced up to \$200 million over four and a half years (1 January 2019 to 30 June 2023) for the Financial Wellbeing and Capability Activity – Emergency Relief.

Grant funding has been divided by SA4 regions, with the same funding amount available per financial year (pro rata). Applicants can apply to deliver services at the SA4 or the SA2 level, or may cover a collection of SA4s or SA2s.

In all instances, applicants should select the highest applicable area. For example if you are applying to deliver services in an entire SA4, select the SA4. If you are only seeking to apply for part of an SA4, then select the relevant SA2s in your application. A list of the amounts available in each SA4 area that you can apply for is included at **Appendix A**.

The minimum grant amount that will be offered to successful applicants is \$7,000 per financial year (pro rata). The exception to this minimum funding amount is for Norfolk Island. The maximum grant amount offered in each service area has been identified in **Appendix A**.

Funding applied for must be exclusive of GST and SACS supplementation amounts.

## 2.1 Social and Community Services (SACS) Supplementation

Emergency Relief grantees may be eligible to receive SACS supplementation. Further information is available on the Department of Social Services website.

SACS supplementation ceases on 30 June 2021.

## 3. Grant eligibility criteria

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

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

#### 3.1.1 Legal entities

To be eligible you must be one of the following entity types as stated in the dropdown list in the application form/s:

- Indigenous Corporation
- Company
- Local Government
- Corporate State or Territory Entity
- Cooperative
- Incorporated Association
- Statutory Entity
- Trustee on behalf of a Trust.

#### 3.1.2 Non-legal entities

Certain non-legal entity types can be considered eligible for this Emergency Relief grant opportunity. The relevant Delegate approves the following non-legal entity type may be eligible for this grant opportunity:

- Unincorporated Associations.

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

You are not eligible to apply if you are:

- Corporate Commonwealth Entity
- Non-Corporate Commonwealth Entity
- Non-Corporate Commonwealth Statutory Authority

- Commonwealth Company
- Non-corporate State or Territory Entity
- Non-corporate State or Territory Statutory Authority
- International Entity
- Sole Trader
- Partnership
- Person.

Please note: The above list is not definitive. If your entity type is not listed in 3.1.1 or 3.1.2 above, you are not eligible to apply and your application/s will not be assessed.

## 3.2 Eligible grant activities

### 3.2.1 What can the grant money be used for?

Funding must predominantly be spent on providing Emergency Relief services. You can use the grant to pay for:

- staff salaries and on-costs which can be directly attributed to the provision of services in identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff delivering activities that are relevant, appropriate and in line with the activity objectives
- items needed for immediate emergency relief, for example food parcels, clothing and vouchers (such as utilities and supermarket).

A small proportion of funds may also be spent on administration expenses directly related to the delivery of services, such as:

- interpreting services
- telephones
- rent and outgoings
- computer /information technology/website/ 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 agreement deliverables.

Where a specific need emerges in an SA4, funding may be reallocated to that SA4. In each case where a need is identified, the organisation must:

- already be funded to deliver Emergency Relief services in that SA4, and
- consult with their Funding Arrangement Manager, prior to reallocation of funds occurring to ensure appropriate management of changes.

Any changes to the service areas may require a formal variation to the grant agreement.

You can only spend grant funds on eligible grant activities as defined in the grant details in your grant agreement.

### 3.2.2 What the grant money cannot be used for?

You cannot use the grant for the following activities:

- unidentified clients (where identity and demographic characteristics are not collected – see 11.4 Reporting)
- purchase of land
- wages not directly related to the delivery of Emergency Relief
- domestic travel/accommodation costs
- 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 delivery of Emergency Relief
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility
- loan capital or matched savings payments
- funding or establishing grants for peak bodies or other new organisations (legal entities).

## 4. The grant selection process

First we will assess your application/s against the eligibility criteria. Only eligible applications will move to the next stage. Eligible applications will be considered through an open competitive grant process.

We will then assess your application/s against the criteria set out below and against other applications. Your application/s will be considered on its merits, based on:

- how well it meets the criteria;

- how it compares to other applications;
- whether it provides value for money; and
- the type of organisation you are and experience you provide.

## 4.1 Financial Viability

Grant applicants may be subject to a Financial Viability assessment. The Financial Viability assessment forms part of the risk mitigation strategy and can include:

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

## 5. The assessment criteria

You will need to address all of the following assessment criteria in your application/s. The amount of detail and supporting evidence you provide in your application/s should be relative to the project size, complexity and grant amount requested.

### **Criteria 1: Describe your organisation and its capacity to deliver Commonwealth Emergency Relief services in the target area (relevant SA4/SA2).**

Your response should include information about:

- your organisation and what services it delivers (i.e. type of services, outlet locations, hours of operation, proximity to transport, size)
- staff/volunteers who will be directly and indirectly delivering Emergency Relief (i.e. paid and unpaid staff, administration support)
- development and training you will be providing staff (paid and unpaid) to ensure they have the necessary skills and support to deliver services to people under financial stress.

### **Criteria 2: Explain how your organisation will deliver Commonwealth Emergency Relief services to people in financial crisis.**

Your response should include information about how your organisation will:

- assess clients to determine they are eligible (see eligibility information under 1.4) to receive services under Emergency Relief
- provide services within a framework of engagement and referral that looks beyond the clients' need for immediate financial assistance (i.e. housing, budgeting skills, education)
- leverage other sources of funding, resources and/or support to address the need for Emergency Relief services.

### **Criteria 3: Explain how your organisation will work to recognise and support vulnerable people with complex needs (including collaboratively with other services).**

Your response should include information about how your organisation will:

- maintain or develop strong collaborative relationships with local support services (i.e. family relationship services, job active providers, refugee services, domestic violence services, mental health, housing programs and other financial wellbeing and capability services)
- provide effective referral pathways internally and/or with local support services to address underlying causes of financial stress (i.e. mental health, housing, substance abuse, gambling).

All assessment criteria are given equal weighting.

The application form includes word limits – up to 900 words per criteria. The application form will not accept words beyond this limit.

## **6. The grant application process**

### **6.1 Overview of application process**

You must read these grant guidelines, the application form, the Questions and Answers document, and the draft grant agreement terms and conditions before you submit your application/s.

Please note that one application can cover a maximum of 40 service areas (refer to **Appendix A**). If you are applying to deliver services in less than 40 areas, you must complete one application only.

If you are applying to deliver services in more than 40 areas, please complete an application for the first 40 areas and a separate application for the next group of up to 40 areas, and so on. Please ensure you select all relevant locations relating to the areas you are applying for, as per **Appendix A**.

If duplicate applications are received (applications that are for the same project and delivered in the same locations), the latest of the duplicate applications received will be progressed.

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

You must address all of the eligibility and assessment criteria to be considered for a grant otherwise your application/s will not progress to assessment. Please complete each section of the application form and make sure you provide the information we have requested.

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

Once you have completed the application form/s, you must submit it electronically by using the submission section at the end of the form. Following electronic submission, a message

with your Submission Reference ID will appear on your screen. An email will be sent to the main email contact provided in the application form. A PDF version of your completed application form is also included in this email.

## 6.2 Application process timing

Submit your application/s by the closing time and date below.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the Community Grants Hub may determine that there were exceptional circumstances beyond the applicant’s control that meant they could not meet the deadline. Examples of exceptional circumstances could include, but may not be limited to:

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

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

The commencement date for the granting activities is 1 January 2019 and the completion date is 30 June 2023. You must spend the grant by the end date, any unspent funding must be returned to the Commonwealth.

**Table 1: Expected timing for this grant opportunity**

Activity	Timeframe
Application period	Open: 12 July 2018 Close: 2pm AEST 22 August 2018
Assessment of applications	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	6 weeks
Notification to unsuccessful applicants	2 weeks
Activity commences	1 January 2019
Activity end date	30 June 2023

## 6.3 Completing the grant application/s

You must submit your grant application/s using the application form, which is available on the [GrantConnect](#) and [Community Grants Hub](#) websites. The application form includes help information.

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

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

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

## 6.4 Applications from consortia

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

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

## 6.5 Questions during the application process

If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 or email to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub will respond to emailed questions within five working days.

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

The question period will close at 5.00pm AEST on 15 August 2018. Following this time, only questions relating to using and/or submitting the application form/s will be answered.

## 6.6 Further grant opportunities

In the event that there are insufficient suitable applications to meet program objectives, the Department of Social Services may approach organisations directly and invite them to apply through a subsequent restricted selection process for the relevant SA4/s.

## 7. Assessment of grant applications

### 7.1 Who will assess applications?

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

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

An expert panel comprised of Department of Social Services staff will then review all ranked applications to inform the final recommendations for funding.

The expert panel will make recommendations having regards to:

- overall objectives for each Program
- conformance with eligibility criteria
- distribution of providers across all locations
- mix of large and small community organisations in each area
- how the services and/or project will be delivered
- the availability of suitable organisations in each area
- value for money
- whether there is duplication with other Commonwealth/State/Territory government programs/service delivery.

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

### 7.2 Who will approve grants?

The expert panel will make recommendations to the Branch Manager responsible for the FWC Activity. The Branch Manager will make the final decision to approve a grant.

The Branch Manager's decision is final in all matters, including:

- the approval of the grant

- the grant funding amount to be awarded.

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

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

## 8. Notification of application outcomes

You will be advised of the outcomes of your application/s in writing, following a decision by the Branch Manager, Housing Programs and Homelessness. If you are successful, you will also be advised about any specific conditions attached to the grant.

### 8.1 Feedback on your application/s

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

Individual feedback for this grant opportunity may be requested within 30 days of receiving an outcome notification. Feedback will be provided within 30 days of receiving the request.

## 9. Successful grant applications

### 9.1 The grant agreement

If you are successful and you choose to accept a grant offer, you must enter into a legally binding grant agreement with the Commonwealth represented by the Department of Social Services. The Department of Social Services will use the *Commonwealth Standard Grant Agreement*. Standard terms and conditions for the grant agreement will apply and cannot be changed. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

You will be required to deliver the project and meet the performance reporting and financial acquittal requirements as outlined in your grant agreement.

The Department of Social Services will negotiate agreements with successful applicants within 30 business days. **If there are unreasonable delays in finalising** a grant agreement, the grant offer may be withdrawn and the grant may be awarded to a different applicant.

Where a grantee fails to meet the obligations of the grant agreement, the Department of Social Services may terminate the agreement.

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

## 9.2 How the grant will be paid

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

We will not exceed the maximum grant amount under any circumstances.

We will make an initial payment in January 2019 or on execution of the grant, whichever is first, and further payment/s in July and December annually.

## 10. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) 21 calendar days after the date of effect as required by Section 5.3 of the *Commonwealth Grants Rules and Guidelines 2017*.

## 11. Delivery of grant activities

### 11.1 Your responsibilities

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

- progress against agreed project milestones
- eligible expenditure of grant funds.

You will also be responsible for:

- ensuring that organisation and outlet details are listed and up to date on the Department of Social Services Data Exchange
- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement
- participating in a grant program evaluation as specified in the grant agreement
- having appropriate practices and procedures in place to mitigate fraud.

### 11.2 Department of Social Services' responsibilities

The Department of Social Services will:

- meet the terms and conditions set out in the grant agreement
- provide timely administration of the grant
- evaluate the grantee's performance.

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

## 11.3 Grant payments and GST

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

If you receive a grant, you should consider speaking to a tax 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.

## 11.4 Reporting

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

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

The performance information required 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
- Client outcomes.

The Data Exchange has two standardised six monthly performance reporting periods each year:

- **Reporting Period 1** runs from 1 July to 31 December
- **Reporting Period 2** runs from 1 January to 30 June

Users of the Data Exchange also have an extra 30 days at the end of each reporting period, known as 'closing periods', to allow time to quality check their data before the reporting period automatically closes at the end of the 30 days (i.e. 30 July and 30 January each year).

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

## 11.4.1 DEX Partnership Approach

Participation in the partnership, through DEX, is optional.

The partnership approach will improve the data available to the Department of Social Services for all Commonwealth Financial Counselling and Financial Capability grants.

The main focus of the partnership approach is collecting information about the outcomes achieved by clients. Client outcomes can be achieved in a variety of different ways and progressively over different periods of time.

The partnership approach includes a Standard Client/Community Outcomes Reporting (SCORE) element, which has been designed to collect information in ways that do not impose additional administrative costs on providers. There are four different types of outcomes measured through SCORE to help tell the story of what has been achieved. The following SCORE components and domains are important for Commonwealth Financial Counselling and Financial Capability:

- **Circumstance:** Employment, education and training; Family functioning; Managing money; Material Wellbeing and Mental health, wellbeing and self-care.
- **Goal:** Changed knowledge and access to information; Changed skills; Changed behaviours; Changed confidence to make own decisions; Changed engagement with relevant support services; Changed impact of immediate crisis.
- **Satisfaction:** satisfied with the service received; the service listened and understood the issues of the client; and better able to deal with issue that client sought help with.
- **Community:** Group / community knowledge, skills, behaviours to better address their own needs; Organisation's knowledge, skills and practices to better respond to the needs of targeted clients / communities; and Community structures and networks to respond to the needs of targeted clients / communities.

The partnership approach also includes some extended data items that provide additional information about clients.

Data must be provided in accordance with the DEX Protocols available on the [Department of Social Services](#) website.

It is expected participation in the partnership approach will support organisations to be better informed and connected to other services.

## 11.5 Evaluation

The Department of Social Services may evaluate Emergency Relief to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

The Department of Social Services will evaluate a range of issues, including but not limited to, performance of the program, including efficiency of implementation and effectiveness of the program meeting policy outcomes.

Your performance against the grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager assigned by the Department of Social Services. 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.

## 11.6 Multicultural Access and Equity

Australia's Multicultural Access and Equity Policy obliges Australian government agencies to ensure their policies, programs and services (including those conducted 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 order to engage with CALD clients. Services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services (and other requirements for ensuring accessibility) should be factored into grant applications. For further information on the Multicultural Access and Equity Policy please refer to the [Department of Home Affairs website](#).

## 12. Probity

The Australian Government will make sure that the program process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the *Commonwealth Grants Rules and Guidelines 2017*.

**Note:** These guidelines may be changed from time-to-time by the Department of Social Services. When this happens the revised guidelines will be published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

### 12.1 Complaints process

#### Complaints about the Program

The Department of Social Services [Complaints Procedures](#) apply to complaints about the Program. All complaints about the program, including grant decisions, must be lodged in writing.

Any questions you have about grant decisions for the Program should be sent to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au)

## Complaints about the Process

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

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

Phone: 1800 634 035  
Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

## Complaints to the Ombudsman

If you do not agree with the way the Department of Social Services 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 Department of Social Services.

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)

## 12.2 Conflict of interest

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

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

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

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

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

## 12.3 Privacy: confidentiality and protection of personal information

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

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

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

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

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

We may reveal confidential information to:

- 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.

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

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

We will treat the information you give us as sensitive and therefore confidential if it meets all of the four 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
4. you provide the information with an understanding that it will stay confidential.

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

## 12.4 Freedom of information

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

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

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

By mail:           Freedom of Information Coordinator  
                           The Department of Social Services  
                           Government and Executive Services Branch  
                           GPO Box 9820  
                           Canberra ACT 2601

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

## 13. Consultation

In January 2017, the Department commenced a consultation process for the redesign of the Financial Wellbeing and Capability Activity. This included releasing a discussion paper in February 2017. Additionally, some face-to-face meetings were held with selected peak organisations.

The Department received around 100 submissions on the discussion paper, mostly from Financial Wellbeing and Capability funded organisations. All submissions were analysed and considered in the development of the redesign.

## Glossary

<b>Term</b>	<b>Definition</b>
assessment criteria	The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.
commencement date	The expected start date for the grant activity.
completion date	The expected date that the grant activity must be completed and the grant spent by.
Commonwealth entity	A Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grantee is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
funding arrangement manager	The person in the agency responsible for the process of engaging and working with grantees to provide support and ensure reporting requirements and outcomes under the Agreement are met and related funds are effectively managed.

<b>Term</b>	<b>Definition</b>
grant	<p>A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> <li>a) under which relevant money or other Consolidated Revenue Fund (CRF) money, is to be paid to a grantee other than the Commonwealth</li> <li>b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
grant activity	Is the project /tasks /services that the grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grantees to allow grantees to engage more easily and efficiently with the Commonwealth.
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities
grantee	An individual/organisation that has been awarded a grant.
immigrants/ non-citizens	A person who is not an Australian citizen
invitee	An individual/organisation that has been invited to apply for a specific grant opportunity.
Microfinance Products	Safe and affordable financial products that are not available through mainstream providers of financial services. Includes No Interest Loan Scheme, StepUp (provides low interest loans), Saver Plus (matched savings scheme) and

<b>Term</b>	<b>Definition</b>
	Microenterprise Development (supports the development of small businesses).
PBS Program	Described within the entity's Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities
selection criteria	Comprise eligibility criteria and assessment criteria.
selection process	The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.

## Appendix A: Amounts available in SA4 area.

Your organisation can apply to deliver services at the, SA4 or SA2 level, or may cover a collection of SA4s or SA2s. .

In all instances, applicants should select the highest applicable area. For example if you are applying to deliver services in an entire SA4, select the SA4. If you are only seeking to apply for part of an SA4, then select the relevant SA2s in your application.

Each SA4 area contains multiple SA2s, and you can select coverage areas from a list in your application form/s. The structure is described on the Australian Bureau of Statistics website, at the following link:

[http://www.abs.gov.au/websitedbs/D3310114.nsf/home/Australian+Statistical+Geography+Standard+\(ASGS\)](http://www.abs.gov.au/websitedbs/D3310114.nsf/home/Australian+Statistical+Geography+Standard+(ASGS))

The minimum grant amount that will be offered to successful applicants is \$7,000 (GST Exc) per financial year (pro rata for 2018-19). The exception to this is funding for Norfolk Island.

State / Territory	SA4 Name (2016)	Amount per financial year (GST Exc)
NSW	Capital Region	\$441,073
NSW	Central Coast	\$756,873
NSW	Central West	\$476,590
NSW	Coffs Harbour - Grafton	\$406,615
NSW	Far West and Orana	\$364,495
NSW	Hunter Valley exc Newcastle	\$602,824
NSW	Illawarra	\$544,917
NSW	Mid North Coast	\$547,508
NSW	Murray	\$206,413
NSW	New England and North West	\$474,061
NSW	Newcastle and Lake Macquarie	\$764,816
NSW	Richmond - Tweed	\$648,802
NSW	Riverina	\$351,177
NSW	Southern Highlands and Shoalhaven	\$341,341
NSW	Sydney - Baulkham Hills and Hawkesbury	\$102,226
NSW	Sydney - Blacktown	\$709,559
NSW	Sydney - City and Inner South	\$598,437
NSW	Sydney - Eastern Suburbs	\$209,449
NSW	Sydney - Inner South West	\$1,188,225
NSW	Sydney - Inner West	\$398,689
NSW	Sydney - North Sydney and Hornsby	\$264,681
NSW	Sydney - Northern Beaches	\$156,539

State / Territory	SA4 Name (2016)	Amount per financial year (GST Exc)
NSW	Sydney - Outer South West	\$584,029
NSW	Sydney - Outer West and Blue Mountains	\$559,845
NSW	Sydney - Parramatta	\$1,048,809
NSW	Sydney - Ryde	\$134,312
NSW	Sydney - South West	\$1,067,969
NSW	Sydney - Sutherland	\$171,629
VIC	Ballarat	\$371,959
VIC	Bendigo	\$323,394
VIC	Geelong	\$471,793
VIC	Hume	\$424,297
VIC	Latrobe - Gippsland	\$764,575
VIC	Melbourne - Inner	\$771,904
VIC	Melbourne - Inner East	\$231,747
VIC	Melbourne - Inner South	\$277,247
VIC	Melbourne - North East	\$752,889
VIC	Melbourne - North West	\$716,782
VIC	Melbourne - Outer East	\$564,551
VIC	Melbourne - South East	\$1,349,666
VIC	Melbourne - West	\$1,448,694
VIC	Mornington Peninsula	\$515,411
VIC	North West	\$401,191
VIC	Shepparton	\$365,371
VIC	Warrnambool and South West	\$356,703
QLD	Brisbane - East	\$308,665
QLD	Brisbane - North	\$278,357
QLD	Brisbane - South	\$412,961
QLD	Brisbane - West	\$82,084
QLD	Brisbane Inner City	\$258,111
QLD	Cairns	\$657,742
QLD	Darling Downs - Maranoa	\$360,282
QLD	Central Queensland	\$513,664
QLD	Gold Coast	\$929,715
QLD	Ipswich	\$736,020
QLD	Logan - Beaudesert	\$722,403
QLD	Mackay - Isaac - Whitsunday	\$340,675
QLD	Moreton Bay - North	\$493,895
QLD	Moreton Bay - South	\$169,256
QLD	Queensland - Outback	\$224,344
QLD	Sunshine Coast	\$609,030

State / Territory	SA4 Name (2016)	Amount per financial year (GST Exc)
QLD	Toowoomba	\$302,408
QLD	Townsville	\$475,848
QLD	Wide Bay	\$946,858
SA	Adelaide - Central and Hills	\$395,502
SA	Adelaide - North	\$1,143,957
SA	Adelaide - South	\$652,203
SA	Adelaide - West	\$533,759
SA	Barossa - Yorke - Mid North	\$294,173
SA	South Australia - Outback	\$404,223
SA	South Australia - South East	\$556,924
WA	Bunbury	\$356,182
WA	Mandurah	\$180,169
WA	Perth - Inner	\$581,741
WA	Perth - North East	\$287,157
WA	Perth - North West	\$490,991
WA	Perth - South East	\$606,175
WA	Perth - South West	\$352,001
WA	Western Australia - Wheat Belt	\$289,024
WA	Western Australia - Outback (North)	\$357,355
WA	Western Australia - Outback (South)	\$357,355
TAS	Hobart	\$677,863
TAS	Launceston and North East	\$421,079
TAS	South East	\$78,253
TAS	West and North West	\$320,199
NT	Darwin	\$520,344
NT	Northern Territory - Outback	\$854,702
ACT	Australian Capital Territory	\$406,370
Other Territories	Other Territories (Norfolk Island SA3)	\$5,020