



*Information, Linkages and Capacity  
Building Program (ILC)*

***Program Guidelines***

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2019-20 to 2021-22

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Delivered by the  
National Disability  
Insurance Agency

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# 1 Purpose

These Program Guidelines establish the overarching governance policy for the continued implementation of the Information, Linkages and Capacity Building (ILC) component of the National Disability Insurance Scheme (NDIS). These ILC Program Guidelines come into effect from April 2019.

A Glossary of terms used in these Program Guidelines is at section 12.

## 1.1 Administrative Context

ILC is being implemented using the Community Inclusion and Capacity Development (CICD) Program (NDIA Program 1.2)<sup>1</sup>. The CICD Program was established as part of the NDIS funding commitment in the 2013-14 Portfolio Budget Statement (PBS)

## 1.2 Policy Context

In 2015 the Disability Reform Council (DRC) agreed to the ILC Policy and gave the NDIA responsibility for its implementation. The ILC Policy confirms that ILC is an important part of the NDIS because it can enable greater access to the social and economic life of the community for people with disability, their families and carers. The ILC Policy sets the scope and purpose for ILC, including its focus on all people with disability, their families and carers.

The ILC Program Guidelines reflect the requirements of the agreed ILC Policy, and the ILC Investment Strategy 2018, and should be read alongside these documents. Where there is an inconsistency between the ILC Policy, the ILC Investment Strategy 2018 and the ILC Program Guidelines, the ILC Program Guidelines will prevail.

## 1.3 Program Funding Type

The ILC Program is primarily a grants Program. The ILC Program Guidelines are aligned with the legislation, policy and procedural requirements for undertaking grants contained in the Public Governance, Performance and Accountability Act 2013 (PGPA Act) and Public Governance, Performance and Accountability Rule 2014 (PGPA Rule), the Commonwealth Grants Rules and Guidelines (CGRGs), the Department of Finance Resource Management Guidelines (RMGs) and any other relevant NDIA policies.

## 1.4 Program Legislative Framework

The 'National Disability Insurance Scheme Launch Transition Agency' (operating as the National Disability Insurance Agency) is a Corporate Commonwealth entity (CCE), established by section 117 (1) of the National Disability Insurance Scheme Act 2013 (the

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<sup>1</sup> From 2019-20 the NDIA will refer to the CICD Program 1.2 as the ILC Program.

NDIS Act). The NDIS Act, together with any relevant NDIA policies establish the legislative and policy framework for grant sourcing and administration activity by the NDIA.

## 1.5 Scope of the ILC Program Guidelines

The ILC Program Guidelines are only applicable to the following four Activity Areas described in the ILC Policy:

- Information, linkages and referrals
- Capacity building for mainstream services
- Community awareness and capacity building
- Individual capacity building.

The remaining area, Local Area Co-ordination (LAC), is commissioned and funded separately through the NDIA's Partners in the Community Program.

## 1.6 Changes to ILC Program Guidelines

Prioritisation of funding within the ILC Program may change over time and across jurisdictions reflecting negotiations with jurisdictions and locally based need and opportunities as they arise. The NDIA therefore reserves the right to update the ILC Program Guidelines as required. Any such updates will be made available via the NDIA's website and posted on Department of Finance's grant site GrantConnect.

# 2 Information, Linkages and Capacity Building

## 2.1 ILC in the context of the NDIS

The primary goal of the National Disability Insurance Scheme (NDIS) is to support people with disability to live more accessible and connected lives and build their capacity to achieve their goals. The NDIS is an insurance based Scheme that is designed to invest in people with disability early, to improve their outcomes later in life. It recognises that each person with a disability will have individual needs and puts choice and control into the hands of people with a disability and their families and carers. Core functions of the NDIS include:

- Individual and tailored plans to support eligible people with a disability (around 460,000 people by 2020)
- Targeted investment through the Information, Linkages and Capacity Building (ILC) program.

Both parts work together to support people with disability. ILC helps to ensure people with disability who are not eligible for an individual NDIS plan, along with families and carers of people with disability still benefit from a more inclusive, accessible and connected Australia. By providing appropriate support in the community, it will help make sure people only move into the NDIS when necessary.

## 2.2 Objective of ILC

The objective of the Information, Linkages and Capacity Building (ILC) Program is to increase social and community participation for people with disability. The ILC Program seeks to do this by:

- 1) building the capacity of people with disability to participate in their community; and
- 2) creating opportunities for people with disability to participate by creating more inclusive services and communities.

## 2.3 Implementation of ILC

ILC initially focused on a series of state based and national grant opportunities. These grant opportunities were designed to support the staged move to a national approach in 2019-20. So far, important foundations have been laid and many valuable projects have been funded. From 1 July 2019 ILC will be available nationally. The NDIA is responsible for implementing the ILC Policy and for all related funding decisions.

## 2.4 Local Area Coordinators (LACs)

Local Area Coordination (LAC) is not in scope for the ILC Program Guidelines nor in scope for ILC Program Activities (outlined below). LAC is funded through the NDIS Partners in Community Program under NDIA Program 1.3 Agency Costs. The Partners in Community Program (PITC) has its own program guidelines and application process, consistent with the agreed ILC Policy. Any reference in this document or the *ILC Investment Strategy* referring to ILC funding therefore excludes LAC.

ILC grants are designed to complement the role of [LAC](#) and Early Childhood Early Intervention (ECEI) Partners, who work closely with people in the community, both those with and without an NDIS plan. Early Childhood Early Intervention Coordinators and Local Area Coordinators are the local face of ILC, connecting people with disability into their local community and supporting local services and programs to be more inclusive of people with disability.

## 2.5 ILC Investment Strategy 2018

The ILC Investment Strategy confirms that from 2019-20, the NDIA will be implementing ILC through four nationally scalable programs that will deliver measurable outcomes for people with disability. The Strategy provides for a shift from 1 and 2 year grants, to mostly 3-year investments in delivering each program.

## 3 Program Overview

From 2019 the NDIA will implement the four specific, complementary programs outlined in the ILC Investment Strategy:

1. Individual Capacity Building Program;
2. National Information Program;
3. Economic and Community Participation Program; and
4. Mainstream Capacity Building Program.

These four programs are designed to ensure:

- there are alternative pathways to an ordinary life for people with a disability particularly by building the capacity of individuals without a NDIS plan to achieve their goals outside of specialist disability services;
- people with disability, their family and carers have greater access to information and supports;
- people with disability, their family and carers build their knowledge, skills and confidence to participate in social and economic life;
- a more aligned service delivery system of ILC delivery, grounded in organisations run by and for people with disability and/or their families and carers; and
- strong collaboration across government and the sector that avoids duplication and maximises the NDIA's investment in ILC.

The NDIA will commission each of the ILC Programs separately and will provide grants to organisations to deliver projects for a range of activities that align with the specified ILC Program being commissioned.

A range of commissioning processes may be used to allocate funding for each of the ILC Programs including open, competitive grants, targeted and closed, non-competitive processes.

The NDIA will also commission additional activities that promote promising practices within each of the ILC Programs.

### 3.1 Individual Capacity Building Program

The Individual Capacity Building Program is being established to enable systematic, nationwide access to peer support, mentoring and other skills building for people with disability, carers and families. A national network of organisations run by and for people with disability, or their families and carers, referred to as Disabled People Organisation and Families Organisations (DPOs/FOs), will be supported as the primary delivery mechanism for this program. Organisations that are not DPOs/FOs may also be funded, however, they will be a secondary priority. Typically this occurs where there may not be a DPO/FO that can support a specific community of people, but there may be a support group established to work within that community, such as people from culturally and linguistically diverse backgrounds. This may also apply for specific disability cohorts. This program will also enable DPOs/FOs to apply for funding to support them to strengthen their organisational capacity.

In addition, the Individual Capacity Building Program will fund the establishment of a National Technical Support Hub to work directly with DPOs/FOs to:

- Strengthen their capacity to sustainably serve their membership, and develop and extend empowering networks
- Develop a national network
- Facilitate the use of good practice individual capacity building supports to:
  - empower people with disability to live ordinary lives as active citizens

- empower families and carers to support people with disability live to ordinary lives as active citizens.

## 3.2 National Information Program

The National Information Program will increase the accessibility, quality and consistency of information about disability types and service and support options available to people with a disability, carers and families. This will enable effective choice and decision making in regards to accessing supports and services.

The Program will commission products and activities that complement the NDIA's own information provision, including through diagnostic-specific disability organisations and Peak Bodies with credibility and reach and for active dissemination through our LACs and the new network of DPO/FOs.

The National Information Program (NIP) will fund projects that:

- deliver up to date, high quality information in a variety of formats about disability, supports and services available for individuals with disability, their families and carers which will increase individuals' ability to exercise choice and control;
- develop and disseminate information, which meets the needs of specific cohorts such as Culturally and Linguistically Diverse (CALD) communities, Aboriginal and Torres Strait Islander (A&TSI) communities, LGBTQI+ communities and communities living in rural and remote areas; and
- provide information about disability that is relevant for organisations and services systems, including partners in the community and increase the ability of supports and services to be relevant and responsive to people with disability.

## 3.3 Economic and Community Participation Program

The Economic and Community Participation Program will build the capacity of the community to create opportunities for people with disability to contribute to community prosperity and participate in community life. The program will be implemented through three streams: Economic Participation, Social and Community Participation, and Activating Community Inclusion.

The Economic Participation stream will focus on initiatives that create pathways to employment and drive more inclusive practices by employers. This also includes recognising the value of volunteering as providing a pathway to employment for people with disability, their families and carers.

The Social and Community Participation stream will drive more inclusive practices so people with disability can participate in community life.

The Activating Community Inclusion stream will provide small grants to assist with improving community attitudes towards disability and provide opportunities for people with disability to be included in everyday life.



## 3.4 Mainstream Capacity Building Program

The Mainstream Capacity Building Program will drive practice change in the delivery of critical mainstream services through the development and trialling of best practice frameworks. The emphasis of these catalytic investments is to enable other service systems to be more accessible and inclusive, building their capacity to more effectively meet their own obligations rather than replacing this essential effort. The program outcome is that people with disability use and benefit from the same mainstream services as everyone else. This program also seeks to prevent, reduce or delay the need for people with disabilities to access specialist disability services by ensuring that they are able to access the supports they need from mainstream services when they need it. The initial Mainstream Capacity Building Program round will focus on the health sector. The NDIA will determine annual priorities for mainstream capacity building based upon evidence and the lived experiences of people with disability, their families and carers.

## 3.5 Promising Practices

Underpinning all of the ILC Programs is a commitment to building on promising practices in the sector. Grants will be provided to facilitate the identification, nurturing and promulgation of evidence based, scalable and transferable best practice.

Activities to develop promising practice will be funded under each of the ILC Programs, initially funding will be provided to promote promising practice in the areas of:

- Mainstream service practice change towards disability inclusion
- Community capacity building to increase economic participation by people with disability
- Community capacity building to increase community participation by people with disability

## 3.6 Implementation Process

ILC Programs listed in **Section 3- Program Overview** are the core areas of investment over 2019-20 to 2021-22. Specific details on, and approaches for commissioning, each program will be outlined in the Grant Opportunity Guidelines (GOGs) for the respective grant round. The GOGs will be made publicly available via GrantsConnect and the NDIS website on the opening of a grant round.

## 4 Target group

Funded ILC Projects must be able to demonstrate benefit for people with disability including, where relevant, how this impacts families and carers. Specific Target/Cohort groups may be identified for specific grant rounds. Where this is the case, definitions and details will be contained within the relevant Grant Opportunity Guidelines (GOGs).

## 5 Eligibility

The ILC Program provides grant opportunities to organisations to assist them to increase social and community participation for people with disability. Individual organisational

eligibility is specific to each grant round and will be determined during the design of each program to ensure it meets the specific aims and objectives required.

The NDIA can only provide funding to an organisation that is a legal entity. Non-legal entities, specifically Unincorporated Associations, may work with other organisations through a consortia or auspice arrangement to submit an ILC grant application. Lead organisations of a consortium and Auspicors (in the case of Grant Rounds) must also be an eligible entity type.

The grant opportunity guidelines (GOGs) will set out the specific eligibility requirements for each grant round.

## 6 Available ILC Program Funds

The ILC Program has a budget of approximately \$398.3 million over three years, as per the Portfolio Budget Statement below:

<b>Financial Year</b>	<b>Amount (GST Exclusive)</b>
2019-20	\$131,436,000
2020-21	\$132,572,000
2021-2022	\$134,295,000

The amount of ILC Program funding available for the implementation of ILC Programs will be specified in the Grant Opportunity Guidelines for each funding round which will be released at the commencement of each funding round.

Funding for individual grants will be determined by activity, scope, reach and purpose and in accordance with these ILC Program Guidelines and the value for money requirements of the CGRGs.

## 7 Grant Round (Program Stream) Application Process

### 7.1 Overview of the application process

All grant processes will be undertaken in accordance with the requirements of the Commonwealth Grant Rules and Guidelines, these ILC Program Guidelines and the relevant GOGs. The opening and closing dates for each funding round will be outlined in the GOGs and included in the Application Pack.

### 7.2 Program Guidelines

The *ILC Program Guidelines* detail the rules for administration of the funds that have been allocated to the NDIA under the ILC Program. Each funding round will allow for investment in activities that build a robust, coherent, connected capability within the priority area of

activity. The Program Guidelines detail high level selection criteria which may be used in part or in full, or be adapted for a particular Funding Round (Program Stream).

Whilst the ILC Program Guidelines contain the overarching policy and approach for the ILC Program, each funding round will have specific details about eligible organisations, selection criteria and a separate application form.

## 7.3 Grant Opportunity Guidelines (GOGs)

Whilst the ILC Program Guidelines set the high level policy for the implementation of the ILC Program, the Grant Opportunity Guidelines (GOGs) outline the specific processes and procedures for conducting and administering each specific ILC grant round (program), including any specific requirements and/or policies related to each particular round. The GOGs must be consistent with the policy and requirements outlined in these overarching ILC Program Guidelines.

## 7.4 Advertisement of grant funding

The NDIA may elect to advertise funding opportunities or rounds:

- in major national newspapers and other selected newspapers;
- on the NDIS website;
- via relevant third party providers (e.g. Grant Connect, the Community Grants Hub website); and/or
- any other mechanism as determined by the NDIA.

Any advertisement will provide information on how to obtain the Application Pack for the relevant funding round. Specific funding round details and processes will be provided via any, or a combination of, the mechanisms identified above.

## 7.5 Funding Round Suite of Documents

The following documentation will be available at the opening of each funding round:

- the ILC Program Guidelines;
- the Grant Opportunity Guidelines (GOGs); and
- an Application Pack – a suite of documents with information specific to each funding round, including an Application Form, Frequently Asked Questions (FAQs) about the grant round, Grant Agreement General Terms and Conditions, Grant Agreement Supplementary Terms and Conditions and any required proformas needed to complete the application.

## 7.6 Choice of selection process

The ILC Program will utilise a range and combination of selection processes to select successful Applicants. These may include:

- Open, competitive processes involving a two stage process in which:
  - the first stage is comprised of an expression of interest with a shortlist of applications assessed as suitable being developed and short-listed organisations proceeding to the next stage; and
  - the second stage is comprised of short-listed organisations submitting a more detailed application.

- open, competitive one stage processes;
- restricted processes, where a small number of Applicants based on specialised requirements are invited to submit an application; and
- closed selection by invitation (direct process).

## 7.7 Assessment Methodology

Activity proposals will be accepted at set periods determined by the NDIA, with eligible applications being assessed against the nominated selection criteria.

Applications will be assessed on their merit against the nominated selection criteria and are likely to undergo a comparative assessment and ranking against other applications (depending on the nature of the selection process used).

Before the NDIA identifies a particular selection process, the principle of 'proportionality' will be used to assess the scale, nature, funding amount, complexity and ongoing requirements of the grant, against the risks involved in the exercise for the beneficiaries and the NDIA. These considerations will also assist the NDIA to determine which approach will be most likely to elicit strong, viable responses from any eligible Applicants.

The NDIA may engage a third party provider (e.g. the Community Grants Hub (supported by the Australian Government Department of Social Services)) to implement grant processes under the ILC Program.

The NDIA is not under any obligation to fund every application that meets the ILC Program objective and selection criteria. During a competitive selection process, applications that are found to be suitable will be subject to a comparative assessment. Regardless of the selection process adopted, if the NDIA considers that the applications received through a funding round are unlikely to:

- (i) meet the NDIA and ILC Program objectives; or
- (ii) deliver a satisfactory result for the community

then all or part of the funding round may be withdrawn or readvertised at the NDIA's discretion; or the NDIA may decide to conduct a new and/or different selection process for that funding round. For all funding rounds or opportunities, the NDIA delegate will ultimately determine whether an application will receive funding, the amount of funding to be allocated and/or whether the allocated budget for the funding round is fully expended.

## 7.8 Selection Criteria

The Program Guidelines detail high level selection criteria which may be used in part or in full, or be adapted for a particular grant round. Depending on the ILC Program being commissioned (see section 3) and type of funding process, a reduced set of selection criteria may be set by the relevant delegate exercising their ability to waive certain criteria. The GOGs for each grant round will detail the specific selection criteria for that grant round. Applications for funding will be assessed against the selection criteria outlined in the GOGs for that grant round. All potential Applicants should carefully review the information for each funding round.

Depending on the requirements of the particular ILC Program Grant Round, selection criteria may be weighted or unweighted. This will be determined during the development of each grant round. The high level Selection Criteria for the ILC Program is as follows:

Criteria 1: Need and suitability of the Activity

Criteria 2: Contribution to ILC outcomes

Criteria 3: Capability of the organisation

Criteria 4: Sustainability of the Activity

Criteria 5: Geographic reach of the Activity

Applicants will need to address all of the selection criteria for a particular ILC Program Grant Round in their application. The NDIA will assess each application based on the responses provided to each criterion.

Each criterion will have a word limit. When assessing applications, the NDIA or contracted third party reserves the right to not take into account any words in excess of this limit.

## 7.9 Value for money

An overarching consideration to be made once each application has been evaluated against the selection criteria, is the extent to which the application represents value for money. In terms of value for money, Applicants need to demonstrate value for money by:

- considering, when developing their proposals, how best to deliver the activities to target groups or individuals. This may involve using existing processes and technologies or professional standards, or it may involve innovation and performance improvement by the Applicant;
- having in place an effective risk management approach that will minimise potential waste of grant money;
- having processes in place for ongoing monitoring and management of the project/task/services funded by the grant, as appropriate. This may involve the effective use of organisational processes, procedures and systems to produce the required reporting information; and
- considering both the financial and non-financial costs and benefits of each activity proposal throughout the whole grant cycle.

## 7.10 Preparing an Application

Applications must be submitted on the approved Application Form and include all required attachments as specified in the advertisement for individual funding rounds.

All Applicants should be aware of the following:

- where an advertisement for an individual funding round specifies a two-stage process (e.g. EOI and full application), the NDIA will decide which Applicants proceed to the second stage ;
- Applicants must respond to all the selection criteria in the Application Form to the extent specified and in the format specified and provide any associated documents

- required in the Application Pack for the relevant funding round, to enable their application to be fully considered;
- a favourable evaluation of the application against the selection criteria does not guarantee funding. Funding is limited and, where relevant, applications will be assessed and prioritised according to the extent to which they meet the selection criteria, represent value for money and meet the overall objectives of the Program;
  - if seeking \$100,000 or more (GST exclusive), Applicants should include a copy of their organisation's most recently audited financial statements (or accepted alternative documentation, if audited financial statements are not available. Please refer to the Application Pack for details).

## 7.11 How to Submit an Application

Applications must be submitted according to the instructions in the advertisement for individual ILC Program funding rounds. An application that is lodged other than in accordance with the advertisement, Grant Opportunity Guidelines and Application Pack and the instructions for the respective funding round may be deemed a Late Application and may not proceed to assessment.

The NDIA will not be liable for any loss, damage, costs or expenses incurred by the Applicant or any other person if, for any reason an application or any other material or communication relevant to a specific funding round:

- is not received on time;
- is corrupted or altered or otherwise is not received as sent;
- cannot be read or decrypted; or
- has its security or integrity compromised.

An application will not be considered lodged until it is received in full. Please note that the NDIA will accept no responsibility for late applications. In order to avoid potential disappointment, it is suggested that Applicants leave sufficient time between the submission of completed applications and the deadline for lodgement, so that any technical issues with the submission may be addressed and corrected where possible.

The correct and timely lodgement of applications is the sole responsibility of the Applicant.

Applicants should retain a copy of their application and any supporting papers, either electronically or in hard copy, for their own records.

## 7.12 Conflict of Interest Declaration

Applicants will be required to declare as part of their Application, actual, potential or perceived conflicts of interest or that to the best of their knowledge there is no conflict of interest that would impact on or prevent the Applicant from proceeding with the Activity or any Grant Agreement it may enter into with the Agency.

## 7.13 Improper Assistance

It is considered improper for an Applicant to prepare an Application with the assistance of an NDIA employee, Commonwealth official, employee or contractor (including the members of the Board of the NDIA), or with improperly obtained information. Any Applications which the NDIA considers were developed with improper assistance by a current or former NDIA

employee or contractor (including the members of the Board of the NDIA), or other Commonwealth official will be excluded from further consideration. Improper assistance may include (but is not limited to) using information or assistance obtained: a) in circumstances that are contrary to the communications requirements set out in these Program Guidelines; b) in circumstances that constitute a breach of the Crimes Act 1914 (Cth), the National Disability Insurance Scheme Act 2013, the Public Service Act 1999 (Cth), the Public Service Regulations 1999 (Cth) or the Parliamentary Service Act 1999 (Cth); or c) in breach of an obligation of confidentiality or fidelity.

The NDIA reserves the right from time to time to organise for an independent body to be available to assist organisations to engage with the ILC Program. Where applicable, details of this support will be made available separately.

## 7.14 Applicant obligations

By submitting an Application, the Applicant acknowledges that the NDIA makes no representations or warranties that any information communicated or provided to the Applicant during the Application process, is or will be accurate, current or complete.

By submitting an Application, the Applicant will be deemed to have:

- examined the Application Pack and any other documents referenced or referred to the Application Pack, and any other information made available in writing by the NDIA to Applicants for the purposes of submitting an Application;
- examined all other information which is obtainable by the making of reasonable and timely inquiries
- satisfied itself as to the terms and conditions of the relevant Grant Agreement and its ability to comply with those terms and conditions;
- satisfied itself as to the correctness and completeness of its Application, including its budget which is deemed to cover the cost of all matters necessary for the due and proper performance and delivery of the funded activity in accordance with the Grant Agreement.

It is the responsibility of the Applicant to obtain all information necessary or convenient for the preparation of its Application.

Without limiting any other provision of any grant documentation, including the GOGs and Application Pack no payment will be made to the Applicant or any other entity for any costs, expenses, losses or damages incurred or suffered by the Applicant or any other entity arising out of or in connection with:

- preparing an Application;
- the Application process (including any industry briefing, information sessions, debrief or any discussions, negotiations or enquiries or any work undertaken by the Applicant after submission of its Application);
- participation in the relevant funding round;
- any failure to comply with the Application Pack.

The Applicant must not, and must ensure that its officers, employees, subcontractors, agents and advisers do not, in relation to the preparation, lodgement or assessment of Applications:

- make any false, misleading or deceptive claim or statement;

- use information obtained unlawfully or in breach of an obligation of confidentiality to the NDIA, or the Commonwealth in preparing its Application;
- receive improper assistance from any existing or former NDIA or Commonwealth official, employee, or contractor (including the members of the Board of the NDIA);
- engage in collusive conduct, anti-competitive conduct, unlawful, unethical or other similar conduct with any other Applicant or other person;
- attempt to improperly influence an NDIA or Commonwealth official, employee, or contractor (including the members of the Board of the NDIA), or violate any applicable laws regarding the offering of inducements;
- approach any NDIA or Commonwealth official, employee, or contractor (including the members of the Board of the NDIA) in relation to the Applicant other than in the manner set out in the ILC Program Guidelines or the relevant GOGs.

If any of these provisions are breached the NDIA may exclude the Application from consideration.

## 7.15 Checks of Applicants and other enquiries

As a part of the selection process further checks of Applicants, or the Applicant's nominated personnel (if any) may be made with respect to the Application.

The NDIA may also conduct checks for non-disclosure of any relevant information. In addition, any debts that the Applicant has accrued to the NDIA or other Australian Government agencies may be taken into account when making a decision to offer funding. The NDIA reserves the right to use information from:

- the NDIA databases;
- other Australian Government agencies, such as the Australian Taxation Office and Australian Securities and Investments Commission;
- state or territory agencies;
- law enforcement agencies;
- credit reference agencies;
- courts or tribunals; or
- any other appropriate organisation or person reasonably required as part of these checks,

and take this information into account during the assessment of Applications or in making the final decision with respect to the Application. NDIA may seek further information or evidence of claims from Applicants, or make any other enquiries it deems necessary to verify those claims, during the assessment of applications

## 8 Probity

The overall probity strategy for the ILC Program is contained in the *Probity Framework for Community Inclusion and Capacity Development (CICD) Program – Implementing Information, Linkages and Capacity Building (ILC), 2016-17 to 2019-20 - 24 January 2017*. All Grant Rounds and Procurement activities conducted under ILC, regardless of whether undertaken in-house or via an alternative arrangement must make reference to this document and used the proforma templates contained within it when developing the probity approach.

The selection of Grant Recipients must be fair, open and demonstrate the highest level of integrity.



The following principles will be applied throughout the selection process:

- a. fairness and impartiality;
- b. consistency, accountability and transparency of process;
- c. security and confidentiality of information;
- d. identification and resolution of conflicts of interest; and
- e. compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

Funding rounds must be conducted in accordance with any probity frameworks and protocols put in place. The NDIA, or a relevant third party provider, may engage a Probity Advisor to help meet its obligations to ensure selection processes are defensible and able to stand up to external and internal scrutiny. The Probity Advisor plays no part in the assessment of applications.

## 9 Program Reporting Requirements

There are several reporting requirements on the NDIA for the ILC Program ranging from internal management to internal Assurance. The Program also has external reporting obligations in order to meet financial, parliamentary and other public reporting requirements.

The NDIA also requires ILC Grant Recipients to report on their Activity, these requirements will be outlined in the GOGs and Application Pack for the relevant ILC Grant Program Round.

## 10 ILC Program Evaluation

The NDIA monitors and evaluates program performance to ensure grant activities and Grant Recipients deliver outcomes for people with disability and have a focus on NDIA objectives through effective and efficient use of funds and resources.

Grant Recipients who receive ILC Program funding will be required to participate in, and cooperate with, any evaluation activities the NDIA may establish. This requirement will be outlined in respective Grant Agreements and participation in an evaluation process may be at the Grant Recipient's expense. The NDIA recommends that applicants allow for the cost of monitoring and evaluation within their proposed project budget.

The ILC Program is expected to contribute to the overall goal of the NDIS to increase the social and economic participation of people with disability. The NDIA expresses this goal as increasing the opportunities for people with disability to live an ordinary life. Measuring the impact of ILC Program activities, at both the individual and community level, will be important to demonstrating the contribution of the ILC Program to closing the gap in life outcomes for people with disability compared to those without disability and in reducing the need for formal supports over time. In particular it will be important to measure how equitably and successfully the Program supports people with disability who do not have an NDIS plan. Both of these things are expected to have an impact on the long term sustainability of the scheme. The NDIA will therefore look to measure the overall contribution of the Program to the sustainability of the NDIS over time.

The NDIA will track progress in achievement of outcomes both at an individual activity level but also at the program level to monitor the impact of the ILC Program overall, including the effectiveness of the collaborative effort with other key programs such as the NDIS Partners in the Community Program (Local Area Coordination and/or Early Childhood Early Intervention).

## 11 General

### 11.1 Roles and Responsibilities

#### NDIA responsibilities and accountabilities

The NDIA has responsibility for the day to day oversight of the ILC Program. The NDIA will:

- identify suitable Applicants to deliver the activities required as per the ILC Program Guidelines;
- meet all those terms and conditions applicable to the NDIA for any Grant Agreement established between the NDIA and the Grant Recipient;
- administer the ILC Program in a professional and effective manner, and in accordance with applicable legislation (NDIS Act, NDIA AAls, any relevant NDIA policy together with the ILC Program Guidelines and any GOGs);
- work with Grant Recipients to ensure the ILC Program is implemented to agreed standards and within the approved budget and timeframe;
- in approving activities for funding, ensure that relevant outcomes expressed within the ILC Program Guidelines are achieved;
- work to ensure that the outcomes contained within the ILC Program Guidelines are being met and evaluate the organisation's performance against the Activity outcomes; and
- publish information on the successful grants on the NDIA.

#### Grant Recipient's responsibilities and accountabilities

The Grant Recipient must comply with all requirements of the Grant Agreement entered into.

Grant Recipients are responsible for ensuring that:

- the terms and conditions of the Grant Agreement are met;
- the project or service is effective, efficient, and appropriately targeted;
- the highest ethical standards and duty of care are applied;
- services comply with the requirements as set out within all applicable State, Territory and Commonwealth legislation and regulations;
- Indigenous Australians have equal and equitable access to services;
- they work collaboratively with relevant stakeholders to deliver the ILC Program;
- they do not give false or misleading information to NDIA (as this is a serious offence);
- they do not do any act or engage in any practice in relation to protected Agency Information that is a breach of, or an offence under the National Disability Insurance Scheme Act 2013 (Cth); and

- they contribute to the overall development and improvement of the ILC Program, such as through sharing best practice, or cooperating in any evaluation activities as directed.

## 11.2 Personal Information

Any personal information an Applicant provides as part of its Application is protected under the *Privacy Act 1988* (Cth). It can only be disclosed to someone else in the circumstances permitted in the *Privacy Act 1988* (Cth).

If you have questions or concerns about how your personal information is handled you can contact the Privacy Officer at NDIA at [privacy@ndis.gov.au](mailto:privacy@ndis.gov.au), the Privacy Commissioner on 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges) or the Australian Government Privacy Officer by emailing: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au).

## 11.3 Freedom of Information

All documents in the possession of the NDIA are subject to the *Freedom of Information Act 1982* (Cth) (**FOI Act**).

The FOI Act creates a general right of access to documents in the possession of the NDIA and this right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act.

## 11.4 Complaints

Individuals and/or organisations can lodge a complaint about the ILC Program using the complaints form on the NDIA [website](#).

If an individual and/or organisations is at any time dissatisfied with the NDIA's handling of a complaint, they can contact the Commonwealth Ombudsman at the ombudsman's [website](#) or by phone: 1300 362 072.

## 11.5 Working with vulnerable persons

It is a matter of law that organisations and individuals who are involved in the administering of any Activity must, if they will be working with or have contact with vulnerable persons, comply with the relevant legislative working with vulnerable person check requirements of the jurisdiction in which they will be working.

## 12 Glossary

Term	Description
<b>Accountable Authority</b>	The person or group of persons responsible for governing the Commonwealth entity.
<b>Activity</b>	The activities described in the NDIA Streamlined Grant Agreement.
<b>Agreement</b>	The Grant Details, Supplementary Terms (if any), the General Grant Conditions and any other document referenced or incorporated in the NDIA Streamlined Grant Agreement.
<b>Capacity building</b>	Increasing people's skills and independence. This might apply to an individual – perhaps developing their skills in a certain area that then allows them to live more independently. Or it might apply to the community as a whole – for example, building the capacity of organisations to be more inclusive benefits the whole community
<b>Choice and control</b>	The NDIA principle which outlines a participant's right to determine who, how and when their supports are delivered
<b>Commissioning</b>	A strategic approach to the identification and funding of services and activities that benefit individuals and communities. The Consultation Draft outlines the proposed methods for commissioning a range of activities that will deliver the intended outcomes for ILC.
<b>Competitive selection</b>	A selection process for a Grant Funding Round in which applications close on a specified date and applicants are assessed against Selection Criteria and ranked in order of merit.
<b>Delegate</b>	An official who has been given statutory authority, by an instrument of delegation from the accountable authority, to make particular decisions or perform particular functions. A delegate is constrained by any limitations expressed in the delegation instrument
<b>Disability</b>	The umbrella term for any or all of: an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability is a multidimensional and complex concept and is conceived as a dynamic interaction between health conditions and environmental and personal factors

Term	Description
<b>Early Childhood Early Intervention (ECEI) services</b>	delivers outcomes for children and their families through best-practice and family-centered approaches with a focus on children with developmental delay or disability aged 0 to 6 years (children), their families and carers
<b>Early intervention</b>	providing support early in a child's life or post-onset of disability to reduce the effects of disability and to improve functional capacity
<b>Event</b>	The activities that occurred during a business transaction. Event data records the activity that occurred, who did it, when it was done and the result. An event records an instance of a workflow.
<b>Formal supports</b>	see reasonable and necessary supports
<b>Goal</b>	The aspirational outcome which a participant has set for themselves
<b>Grant</b>	<p>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>• under which relevant money or other Consolidated Revenue Fund money is to be paid to a recipient other than the Commonwealth; and</li> <li>• which is intended to assist the recipient achieve its goals; and</li> <li>• which is intended to help address one or more of the Australian Government's policy objectives; and</li> <li>• under which the recipient may be required to act in accordance with specified terms or conditions.</li> </ul>
<b>Grant agreement</b>	A legally binding agreement setting out the terms and conditions of a grant between the NDIA and a grant recipient for the provision of funding. The form of a Grant Agreement must be an approved NDIA template. It is also used as a collective noun for Grant Agreement, Schedule and Activities.
<b>Grant money</b>	Means the money, or any part of it, payable by us to you as specified in the Grant Schedule
<b>Grant opportunity</b>	A term used to describe the specific grant round or process where a Commonwealth grant is made available to eligible applicants. Grant opportunities may be open or restricted, and will reflect the relevant grant selection process, as defined in the CGRGs.
<b>Grant Opportunity Guidelines</b>	A Grant Opportunity Guideline provides all the relevant program and opportunity information required for potential applicants to understand: the

Term	Description
	purpose, outcomes and objectives of a grant; the application and assessment process; the governance arrangements (including roles and responsibilities); and the operation of the grant. Grant Opportunity Guidelines can include related documents, such as the application guidelines, application forms, invitations to apply, supporting documentation, frequently asked questions, draft grant agreements, and any templates for reporting or acquittals.
<b>Grant recipient</b>	An individual or organisation that has entered into a grant agreement with a Commonwealth entity.
<b>GrantConnect</b>	The Commonwealth Government's whole-of-government grant information system for publishing grants information on potential opportunities and current grant rounds. Managed by the Department of Finance (DoF)
<b>GST</b>	The goods and services tax (GST) in Australia is a value added tax of 10% on most goods and services sales. GST is levied on most transactions in the production process, but is refunded to all parties in the chain of production other than the final consumer.
<b>ILC funding</b>	NDIA can fund persons or entities to deliver ILC activities through Chapter 2, Section 14 of the NDIS Act. ILC only funds activities that fit into one of the four ILC Activity Streams. This means, for example, that ILC funding will not be provided to organisations to help people with daily living activities such as assistance with shopping or cooking because these types of activity do not fit within any of the four activity streams.
<b>Information, Linkages and Capacity building (ILC)</b>	The term used by governments to describe the activities that will be supported by the NDIS to promote the social and economic inclusion of people with a disability including people not receiving individualised funded support from the NDIS (formally known as 'Tier 2'). The activities include providing information and making linkages and referral to community or mainstream services, building the capacity of people with a disability, families and carers, building community capacity, building mainstream service provider capacity, and local area coordination
<b>Material</b>	Includes documents, equipment, software (including source code and object code versions), goods, information and data stored by any means including all copies and extracts of them.
<b>National Disability Insurance Scheme (NDIS)</b>	The National Disability Insurance Scheme is a new way of providing support to people with disability in Australia. It gives people with a disability more

Term	Description
	<p>choice and control over the supports they access. It consists of two parts – NDIS plans for eligible people with disability and ILC.</p> <p>The NDIS will provide all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. The NDIS helps people with disability achieve their goals, including independence, community involvement, education, employment and health and wellbeing. As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.</p>
<b>Opportunity</b>	An opportunity is the situation, possibility or chance to do something you would like to do.
<b>Ordinary lives</b>	lives that include positive relationships, a sense of belonging, autonomy, active involvement in decision-making, and opportunities for challenge and contribution
<b>Outcomes</b>	An outcome is the result of an action. In the case of ILC, it is the change or difference made to a person's life which results from an activity or support or service they have used. We also expect to see changes at the community level as a result of ILC activities.
<b>Partners in the Community</b>	Partners in the Community deliver Early Childhood Early Intervention (ECEI) and Local Area Coordination (LAC) services. There are now 25 Partners in the Community delivering ECEI and LAC Services across 71 service delivery areas across all states and territories. They ensure children with developmental delay and people with disability are engaged with the supports they need and the Scheme. They also support participants in getting ready for their NDIS planning conversations and putting their plans into place.
<b>Party</b>	A Person or Organisation that has a relationship with Grants. The existence and details of the Party are managed independently of their role with the Grants Hub.
<b>Party</b>	Means the you or us noted in the NDIA Streamlined Grant Agreement.
<b>People with disability</b>	A person who experiences any or all of the following: impairments (abnormalities or changes in body function or structure); activity limitations (difficulties in carrying out usual age-appropriate activities); participation

Term	Description
	restrictions (problems an individual may experience engaging in community, social and family life)
<b>Personal information</b>	Has the same meaning as in the Privacy Act 1988
<b>Policy</b>	A statement of intent to achieve change of a situation. Government uses policy to tackle a wide range of issues affecting community members. Policies may be implemented as programs.
<b>Procedures</b>	The document that outlines the rules, systems, processes and resources available to support NDIA staff in establishing, awarding and managing grants
<b>Procurement</b>	Encompasses the whole process of procuring goods and services. It begins when a need has been identified and a decision has been made on the purchasing requirement. Procurement continues through the processes of risk assessment, seeking and evaluating alternative solutions, the awarding of a contract, the delivery of and payment for the goods and services and, where relevant, the ongoing management of the contract and consideration of disposal of goods. In addition to the acquisition of goods and services by a relevant entity for its own use, procurement includes the acquisition of goods and services on behalf of another relevant entity or a third party.
<b>Program</b>	The administrative instruments established to deliver outcomes that execute government policy. Programs may use a number of different strategies to achieve their objectives, including grants, subsidies, payments and services.
<b>Program Guidelines</b>	Set the overall implementation policy for a program. They sit over the top of specific grant round guidelines (Grant Opportunity Guidelines (GOGS))
<b>Program stream</b>	The publically visible component of a program. All grants rounds are linked to the stream, which then links to the program.
<b>Provider</b>	A provider is an individual or organisation delivering a support or a product to a participant of the NDIS
<b>Rural</b>	The NDIA uses the Modified Monash Model to define rural and remote areas, this is further explained in the <a href="#">NDIA Rural and Remote Strategy 2016-2019</a> .



Term	Description
<b>Selection criteria</b>	The requirements against which grant applications will be determined. They comprise eligibility criteria and assessment criteria
<b>Selection process</b>	The method used to select potential grant recipients. This process may involve comparative assessment of applications, or the assessment of applications against the eligibility criteria and/or the assessment criteria.
<b>Sourcing</b>	The selection of successful applicants from a competitive grants process who will deliver funded services and activities, such as ILC.
<b>Supports</b>	Assistance that helps a participant to reach their goals, objectives and aspirations, and to undertake activities to enable their social and economic participation
<b>Task</b>	A step in an event that is usually performed as a contiguous piece of work, by one person (or a machine) through to completion.
<b>The Disability Reform Council (DRC)</b>	Is made up of disability ministers from the Commonwealth and states and territories
<b>Value for money</b>	Refers to "Value with relevant public money definition"; see the <a href="#">ANAO Implementing Better Practice Grants Administration (external link)</a> guide
<b>Vulnerable Person</b>	(a) a child, being an individual under the age of 18; or (b) an individual aged 18 years and above who is or may be unable to take care of themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.
<b>Workflow</b>	A repeatable pattern of business activity, organised into a sequence of tasks.

