

# Families Communities Program: Family Relationship Advice Line (FRAL) Guidelines

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Closing date and time:	<b>2:00pm AEDT on 12 December 2018</b>
Commonwealth policy entity:	<b>Attorney-General's Department</b>
Co-Sponsoring 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> Questions must be sent no later than 5 December 2018
Date guidelines released:	<b>1 November 2018</b>
Type of grant opportunity:	<b>Open competitive</b>

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# 1. Families and Communities Program: Family Relationship Advice Line Processes

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

This grant opportunity is part of the Department of Social Services grant program, which is funded through the Attorney-General's Department, Outcome 1: Family Relationship Services Program. The Department of Social Services works with stakeholders to plan and design the Grant Program according to the [\*Commonwealth Grants Rules and Guidelines 2017\*](#).

## **The grant opportunity opens**

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



## **You complete and submit a grant application**

You must read these grant guidelines before you submit your application. Further information can be found on GrantConnect. 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 your 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 decision is made**

The decision maker decides which grant application is successful.



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

We advise you of the outcome of your application.



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

We will enter into a grant agreement with the successful applicant. 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. The Department of Social Services, on behalf of the Attorney-General's Department, manages the grant by working with you, monitoring your progress and making payments.



### **Performance management of the Family Relationship Advice Line**

We monitor your performance against the grant agreement on an on-going basis. We base this on information you provide to us together with information 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 Attorney-General's Department under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

## 1.2 About the Grant Program

This grant opportunity relates to the Family Relationship Advice Line (FRAL).

FRAL is delivered as part of the Department of Social Services (DSS) Family Law Services Sub-Activity, under the Families and Children Activity, Families and Communities Program.

The Family Law Services Sub-Activity is the policy responsibility of the Attorney-General's Department (AGD), funded from the AGD-administered Family Relationship Services Program (FRSP). The objective of the FRSP is to improve the wellbeing of Australian families, particularly families with children who are at risk of separating or have separated. The legal basis for the Commonwealth Government providing funding for this grant activity under the FRSP is the *Financial Framework (Supplementary Powers) Act 1997*.

The Family Law Services aim to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements in the best interests of their children.

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

Family Law Services must be child focused and should have an early intervention and prevention focus to work with families early in the life of the presenting issues.

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

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

The Family Law Services Sub-Activity has a number of components:

- Family Relationship Centres
- Children's Contact Services
- Supporting Children after Separation Program
- Parenting Orders Program – Post Separation Co-operative Parenting Services
- Family Dispute Resolution
- Regional Family Dispute Resolution
- Family Law Counselling
- Family Relationship Advice Line (this grant opportunity).

The FRAL will run over five years from 2019-20 to 2023-24. The program was announced as part of the Families and Communities Program, DSS, and the Family Relationship Services Program, AGD.

The FRAL is intended to:

- meet the Australian Government's broader policy objective to enhance the family law system's capacity to respond to the needs of separated families, in particular vulnerable families with complex needs
- be delivered as an integrated service delivering the objectives stated
- ensure clients receive timely, accurate and streamlined service that meets their individual needs.

The purpose of the grant is for an eligible organisation to deliver and manage a national FRAL service that achieves the objective below.

The objective of the FRAL is to deliver to all Australians, wherever they are located, by means of telephone, and other available non-face to face information and communication technology:

- information about services to help maintain healthy relationships

- advice on family separation issues
- advice about the impact of conflict on children
- guidance on developing workable parenting arrangements after family separation
- telephone and online (eg video-conferencing) family dispute resolution
- general information about the family law system
- simple legal advice on family law issues (both parenting and property issues), (including to family law services practitioners)
- supported referral to a range of other services to help with family relationship and separation issues.

Recognising the different time zones across Australia, to ensure that all Australians have ready access to the national service, the FRAL is to be available from 8.00am – 8.00pm local time Mondays to Fridays and 10.00am – 4.00pm local time on Saturdays. The FRAL does not operate on Sundays or on national public holidays.

The existing FRAL phone numbers, 1800 050 321 and +61 7 3423 6878 (for callers dialling from external territories or overseas) are to be maintained. Calls to the 1800 number will be free for callers calling from a fixed landline (but may attract a charge if calling from a mobile telephone, depending on the policy of the mobile service provider. However, those calling the FRAL from overseas will be charged for the cost of the call by the telephone company used.

Access to the FRAL through the National Relay Service is also to be maintained.

#### *Call numbers*

The information, advice and referral component of the FRAL is expected to receive approximately 62,000 calls each year encompassing around 21,800 call hours.

Around 8,500 of these calls are expected to be transferred through to the telephone and online dispute resolution component of the FRAL where they will receive information and undergo an intake process for family dispute resolution. This will encompass around 2,500 call hours. Following an intake process, there are expected to be around 3,800 sessions of online and telephone dispute resolution provided, over around 4,500 hours.

The legal advice component of the FRAL is expected to provide advice to approximately 15,500 callers, involving around 29,000 calls and encompassing around 3,500 call hours.

#### *Working with other agencies and services*

A key function of the FRAL is to refer callers/clients to other services to help with family relationship and separation issues. The successful grantee must build and maintain effective relationships with a broad network of services that support individuals and families to ensure that staff are able to provide callers with referrals to services that are appropriate to their needs.

The Program will be undertaken in accordance with the *Commonwealth Grants Rules and Guidelines 2017* ([CGRGs](#)).

## 1.3 About the Grant Opportunity

The purpose of this grant opportunity is to select a provider to deliver the FRAL as set out in section 1.2 above.

These guidelines contain information for the FRAL grant opportunity.

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 considered and selected
- how grantees will be monitored
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

This grant opportunity and process will be administered by the Community Grants Hub, on behalf of AGD and DSS.

The FRAL is a free (if calling from a fixed landline) national non-face-to-face, confidential service comprising the following components:

- telephone information and advice
- telephone and online (eg video-conferencing) family dispute resolution
- telephone legal advice.

Anyone affected by family relationship or separation issues and difficulties, including parents, grandparents, carers, children, young people, step parents or friends can access the FRAL.

## 2. Grant amount

The Australian Government has announced a total of \$44,422,340 (GST exclusive) over five years (\$8,884,468 each year) for the FRAL, starting from 1 July 2019. Subject to negotiations, establishment costs of up to 20% of the first year of funding will also be available (that is, up to \$1,777,000). However, payment of the establishment funding will be split and paid over two financial years – first payment in 2018-19 (up to \$888,500 upon signing of the grant agreement) and the balance paid in 2019-20 (up to \$888,500 following commencement of the FRAL services in July 2019).

The maximum grant period is five years.

## 2.1 Social and Community Services supplementation

The FRAL grantee may be eligible to receive Social and Community Services (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 if it does not meet **all** the eligibility criteria.

However, the Delegate may choose to waive the eligibility criteria, accepting any risks associated with this decision.

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

To be eligible you must be one of the following entity types.

**Please note:** You are not eligible to apply if you are a for-profit entity, even if your entity type is listed below:

- Indigenous Corporation
- Company
- Non-corporate State or Territory Statutory Authority
- Cooperative
- Incorporated Association
- Statutory Entity
- Trustee on behalf of a Trust.<sup>1</sup>

Applications from consortia are acceptable, provided you have a lead applicant who is solely accountable to the Commonwealth for the delivery of grant activities and is eligible as per the list above. For more information, please refer to section 7.5<sup>2</sup>.

### 3.2 Additional eligibility requirements

You must have the following additional eligibility requirements in place before you apply to this grant opportunity, or be willing to meet these requirements prior to the execution of the grant agreement:

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<sup>1</sup> Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply by providing the signed Trust Deed and any subsequent variations with the Application Form (refer Attachments Section).

<sup>2</sup> The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. The lead applicant must have legal entity status.

- have an Australian Business Number (ABN) or be willing to obtain one prior to the execution of the Grant Agreement
- be registered for the purposes of GST, or be willing to register prior to the execution of the Grant Agreement
- be a permanent resident of Australia
- have an account with an Australian financial institution
- be located in Australia.

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

You are not eligible to apply if you are a:

- Corporate Commonwealth entity
- Non-Corporate Commonwealth entity
- Non-Corporate Commonwealth Statutory Authority
- Commonwealth Company
- Corporate State or Territory entity
- Non-Corporate State or Territory Entity
- Local Government
- International Entity
- Sole Trader
- Partnership
- Person
- Unincorporated association.

Please Note: The above list is not definitive. If your entity type is not listed in 3.1 above, you are not eligible to apply and your application will not be assessed.

**You are not eligible to apply if you are a for-profit entity, even if your entity type is listed in 3.1 above.**

### 3.4 What qualifications or skills are required?

The successful grantee must ensure that all staff (including subcontracted staff) who deliver the grant activities have attained the relevant mandatory qualifications required within their professional field.

If you are successful, you will also need to ensure that the staff working on the grant activity maintain the currency of their Working with Vulnerable People registration.

The successful grantee must ensure that personnel performing work on the FRAL are appropriately qualified to perform the tasks and have the following relevant skills or qualifications:

- Staff providing the **non-legal information, advice and referral functions** of the FRAL must have appropriate skills, experience and qualifications commensurate with the functions they are undertaking. The needs of callers will vary vastly. For example,
  - a caller may simply be seeking the telephone number for their local Family Relationship Centre
  - a caller may be seeking simple legal advice or family dispute resolution services from the FRAL itself
  - a caller may be in significant distress following a family breakdown and not be aware of the type of assistance they need
  - a caller may identify that they, or their child, are at risk of harm.
- Qualifications and experience in social work, psychology, counselling or another related discipline may be required to assist callers, and to conduct risk screening and assessment.
- Staff providing **legal advice** must be legal practitioners holding a current practising certificate in an Australian State or Territory and with relevant experience in providing advice on Family Law across all Australian jurisdictions.
- Staff performing **family dispute resolution** must be accredited family dispute resolution practitioners.
- Staff must be competent in dealing with callers who raise issues of family violence or child abuse, as appropriate to their role, and receive ongoing professional development.

## 4. Eligible grant activities

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

You can use the grant to pay for:

- staff salaries and on-costs which can be directly attributed to the provision of the funded grant activity
- employee training for paid staff delivering activities that are relevant, appropriate and in line with the activity objectives
- administration expenses directly related to the delivery of the grant activity such as:
  - interpreting services
  - telephones

- rent and outgoings
- computers / information technology infrastructure / software
- insurance
- utilities
- postage
- stationery and printing
- accounting and auditing
- assets as defined in the terms and conditions that can be reasonably attributed to meeting grant agreement deliverables.

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

You may apply to the Funding Arrangement Manager for advice on what is an eligible funded grant activity. You must incur the expenditure on your grant activities between the start and end date for it to be eligible.

## 4.2 What the grant money cannot be used for

You cannot use the grant for the following activities:

- purchase of land
- wages not directly related to the delivery of the funded grant activity
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent, not directly related to the grant activity
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility
- loan capital or matched savings payments
- funding or establishing grants for peak bodies or other new organisations (legal entities).

## 5. The grant selection process

First we will assess your application 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 against the criteria set out below and against other applications. Your application 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.

When assessing the extent to which the application represents value for money, we will have regard to the:

- overall objective/s to be achieved in providing the grant
- relative value of the grant sought
- extent to which the evidence in the application demonstrates that it will contribute to meeting the objectives.

### 5.1 Financial viability assessment

Grant applicants may be subject to financial viability assessments. A financial viability assessment is a risk mitigation process that takes into account the financial position of an applicant and other risk factors related to the quality and reliability of the applicant's financial information.

## 6. The assessment criteria

You will need to address all of the following assessment criteria in your application. Your application will be judged based on the equal weighting given to each criterion. The amount of detail and supporting evidence you provide in your application should be relative to the project size, complexity and grant amount requested.

The application form includes a word limit of 900 words per selection criterion.

### **Selection Criterion 1 - Demonstrate how your organisation will effectively deliver the FRAL**

Your response should:

- Describe your proposed service model for delivering all three service components of the FRAL. Include how these components will provide a streamlined pathway for callers/clients and risk screening, assessment and referral policies and practices. Explain how the proposed service model will meet the needs of callers/clients, including Aboriginal and Torres Strait Islanders, individuals from culturally and linguistically diverse backgrounds, individuals with a disability or those experiencing family violence.

- Outline how your organisation will maintain or develop strong collaborative relationships for the purposes of delivering the FRAL.

### **Selection Criterion 2 - Demonstrate your organisation's capacity to manage the FRAL**

Your response should:

- Demonstrate your organisation's proven ability to implement effective governance, management, financial and administration processes to deliver similar or related services.
- Outline your organisation's experience or capacity to collect data and report on service delivery to validate that the required objectives and outcomes are being achieved.

### **Selection Criterion 3 - Demonstrate your organisation's technical ability to deliver the FRAL**

Your response should:

- Demonstrate how your organisation's information and communication technology (ICT) systems will manage all service components of the FRAL, the capacity to manage and triage a high volume of calls, call surges, system backup and fail systems.
- Describe how your organisation's ICT system has the ability to meet Commonwealth data collection and activity reporting requirements.

### **Selection Criterion 4 - Experience and qualifications of staff who will deliver the FRAL**

Your response should:

- Outline the minimum staff skills, qualifications and experience that would be required to deliver each component of the FRAL service model.
- Outline the relevant training and development opportunities available for staff, and the mechanisms that would be in place to support staff.

## **7. The grant application process**

### **7.1 Overview of application process**

You must read these grant guidelines, the application form, the questions and answers document, and the grant agreement terms and conditions before you submit an application.

Please only provide one application per organisation for this grant opportunity. Should an applicant submit more than one application, the latest accepted application will be progressed.

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

You must address all of the eligibility and assessment criteria to be considered for a grant otherwise your application 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 and attachments.

## 7.2 Application process timing

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

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

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

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

### How to lodge a late application

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

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

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

The delegate or their appointed representative<sup>3</sup> will determine whether a late application will be accepted. The decision of the delegate will be final and not be subject to a review or appeals process.

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

The activity must commence by 1 July 2019. However, if transition and establishment arrangements are negotiated, the activity may commence earlier. The expected end date for the grant activity is 30 June 2024. You must spend the grant by the end date. Any unspent funding remaining after the grant activity end date must be returned to the Commonwealth.

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

Activity	Timeframe
Application period	Open: 1 November 2018 Close: 2pm AEDT, 12 December 2018

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

Activity	Timeframe
Assessment of applications	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Notification to unsuccessful applicants	2 weeks
Activity commences (specifically the FRAL service, noting that any establishment/transition phase may need to commence earlier than this date)	01/07/2019
End date	30/06/2024

## 7.3 Completing the grant application

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

This is an online application form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

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 is complete, accurate and submitted by the closing date and time in accordance with these Guidelines.

If you find a mistake in your application after it has been submitted, 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. The Community Grants Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

## 7.4 Attachments to the application

The following documents **must** be included with your application. Applications that do not include the requested documentation will be deemed not compliant and will not progress to assessment.

- A caller/client flow chart or diagram that outlines the pathways through the proposed service model. This should be in A3 form and must identify where subcontracting arrangements will deliver certain aspects of the model.
- A proposed transition plan including a proposed budget and timeline for establishing the service.

- A proposed budget.
- A risk management plan which identifies risks and mitigation strategies and critical incidents procedures. This should be a maximum of 5 typed A4 pages using 11 Arial font.
- If applying as the Trustee on behalf of a Trust, the Trust Deed and any subsequent variations.

The budget should be submitted using the template provided in the application form. All other attachments **must** be attached to the application form. There will be instructions in the application form to help you. Only attach the documents you have been asked to include.

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

## 7.5 Applications from consortia

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

If you are submitting a grant application 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 and identify all other members of the proposed consortium in the application.

## 7.6 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 5pm AEDT on 5 December 2018. Following this time, only questions relating to using and/or submitting the application form will be answered.

## 7.7 Further grant opportunities

In the event that there are no sufficiently suitable applications to meet the program objectives, AGD may approach organisations directly and invite them to apply.

## 8. Assessment of grant applications

### 8.1 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, you may be contacted to correct or explain the information.

A Selection Advisory Panel comprised of DSS and AGD staff will then review all ranked applications to inform the final recommendations for funding.

The Selection Advisory Panel will make recommendations with regards to:

- overall objectives for the FRAL
- conformance with eligibility criteria
- how the services and/or project will be delivered
- value for money
- whether there is duplication with other Commonwealth/State/Territory government programs/service delivery.

The Selection Advisory Panel may seek information about you or your application. 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 that is available through the normal course of business.

### 8.2 Who will approve grants?

The Selection Advisory Panel will make recommendations to the Commonwealth Attorney-General. The Attorney-General will make the final decision to approve a grant.

The Attorney-General's decision is final in all matters, including:

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

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

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

## 9. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Attorney-General. If you are successful, you will also be advised about any specific conditions attached to the grant.

### 9.1 Feedback on your application

Individual feedback will be available. The process for requesting individual feedback will be included in the letter notifying of the outcome of your application.

## 10. Successful grant applications

### 10.1 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 DSS. DSS 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.

DSS will negotiate agreements with successful applicants within 30 days from the date of the written offer. 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, DSS may terminate the agreement.

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

### 10.2 Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause is likely to be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children; or

- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

## 10.3 How 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.

Grant funding will be paid as follows:

- payment of the establishment funding will be split and paid over two financial years – first payment in 2018-19 (up to \$888,500 upon signing of the grant agreement prior to the commencement of the FRAL services in July 2019) and the balance paid in 2019-20 (up to \$888,500 following commencement of the FRAL services in July 2019)
- payments for the grant activity will be made six monthly as you achieve agreed milestones, with the first payment being made in July 2019 following the commencement of the FRAL services.

## 11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#), no later than 21 calendar days after the date of effect as required by Section 5.3 of the *Commonwealth Grants Rules and Guidelines 2017*.

## 12. Delivery of grant activities

### 12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will provide sample templates for these reports in the grant agreement. We will expect you to report on:

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

You will be responsible for:

- ensuring that anyone working directly with vulnerable people has the appropriate qualifications under relevant state or territory legislation

- 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.

## 12.2 Commonwealth responsibilities

On behalf of AGD, DSS will:

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

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

## 12.3 Grant payments and GST

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

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.

## 12.4 Reporting

FRAL 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 reported through the Data Exchange includes:

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

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

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

For the telephone and online dispute resolution component of this activity, participation in the “partnership approach” is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances.

## 12.5 Performance Management

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

## 12.6 Acknowledgement

The FRAL logo is designed to be used on all materials related to the FRAL grant.

DSS will provide guidelines on the use of logos and other promotional activities to the successful applicant.

## 12.7 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. The [Department of Home Affairs](#) maintains a range of policies on their website. Interested parties are encouraged to access these policies. 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 clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services - and other requirements for ensuring accessibility (if required) - should be factored into grant applications (see the Translating and Interpreting Services costing tool in the [Grant Opportunity Documents](#)). The [Australian Government Language Services Guidelines](#) on the [Department of Social Services](#) website may also assist grantees implement language services for their clients.

# 13. 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 DSS. When this happens the revised guidelines will be published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

## 13.1 Complaints 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 DSS website or by telephone 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 DSS 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 DSS.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## 13.2 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 AGD and the Community Grants Hub staff, any member of a committee or advisor and/or you or any of your personnel has a:

- professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
- relationship with 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
- 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, 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 DSS 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*.

### 13.3 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, 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.

## 13.4 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)



## 14. Glossary

<b>Term</b>	<b>Definition</b>
accountable authority	Each Commonwealth entity has an accountable authority. The accountable authority for a Department of State is the Secretary of the Department.
administering entity	When an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
assessment criteria	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.

<b>Term</b>	<b>Definition</b>
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.
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity	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	Sets out the relationship between the parties to the agreement, and specifies the details of the grant.
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.
invitee	An individual/organisation that has been invited to apply for a specific grant opportunity.
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.

<b>Term</b>	<b>Definition</b>
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.