



Strong and Resilient Communities Activity – Cashless Debit Card (CDC) Support Services Grant Opportunity Guidelines

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Commonwealth policy entity:	Department of Social Services
Administering entities	The Department of Social Services and Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: support@communitygrants.gov.au Questions should be sent no later than 5:00 pm AEDT on 18 October 2021
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1. Strong and Resilient Communities Activity – Cashless Debit Card (CDC) Support Services processes

The Families and Communities Program is designed to achieve Australian Government objectives.

This grant opportunity is part of the above grant program which contributes to the Department of Social Services' Outcome 2 Families and Communities. The Department of Social Services works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).



The grant opportunity opens

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



You complete and submit a grant application

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.



We assess all grant applications

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



We make grant recommendations

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



Grant decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

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



We enter into a grant agreement

We enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and is proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the Strong and Resilient Communities Activity – CDC Support Services grant opportunity

We evaluate your specific grant activity and the Strong and Resilient Communities Activity – CDC Support Services grant opportunity as a whole. We base this on information you provide us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the Strong and Resilient Communities Activity grants.

The Strong and Resilient Communities is an activity under the Families and Communities Program that aims to support the social and economic participation of vulnerable and disadvantaged people by enabling the development of community driven/led solutions, designed to meet identified strong needs that place people on long-term pathways towards self-reliance.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the Strong and Resilient Communities Activity – CDC Support Services grant opportunity
- the eligibility and assessment criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

The Department of Social Services (the department) and Community Grants Hub will administer this grant opportunity and process.

2. About the grant program

The Strong and Resilient Communities Activity – CDC Support Services (the program) will run over 2 years 2021–22 to 2022–23. This grant opportunity seeks applications for projects to be delivered from February 2022 to 30 June 2023.

The objectives of the program

The purpose of the Strong and Resilient Communities Activity – CDC Support Services will be to support vulnerable and disadvantaged people on pathways to self-reliance and empowerment through local community-driven solutions that strengthen economic participation. It will focus on supporting CDC participants in the sites of Ceduna in South Australia; East Kimberley and the Goldfields in Western Australia; Bundaberg and Hervey Bay in Queensland; and in the Northern Territory.

2.1 Jobs Fund and jobs ready initiative

The Jobs Fund and job ready initiative seeks to strengthen local support services and connect CDC participants and other members of the community to employment, or pathways to employment, in Ceduna, East Kimberley, the Goldfields, Bundaberg and Hervey Bay.

Types of activities considered for funding include:

- **Supports that uplift and upskill CDC participants to become employment ready** – promote awareness of local job opportunities, increase participation in training opportunities, and assist with the cost of training.
- **Service system navigation** – coordinating the services available and providing intensive assistance to CDC participants to ensure engagement with these support services as they move towards employment.
- **Assisting participants to stabilise their lives, including through basic financial literacy and other supports** – boost wrap around support services including leveraging and providing additional resourcing to existing Commonwealth funded programs. For example, to support CDC participants to take greater control in managing finances and mental health supports.
- **Support both employers and CDC participants to improve recruitment and retention of CDC participants in employment** – engaging with employers to identify employment opportunities, their prerequisite requirements and to actively promote job ready CDC participants as a source of recruitment.
- **Engaging with employers to identify and increase employment opportunities in the CDC region** – create sustained employment opportunities.

2.2 Northern Territory support services

The Northern Territory support services will seek to strengthen local support services to assist Income Management participant's transition onto the CDC and provide pathways to support self-reliance and empowerment through community-driven solutions to support economic participation.

Types of activities considered for funding could include:

- **Capacity building for CDC participants** - build skills to interact with government services, financial institutions and retailers, including through online functionality.
- **Basic financial literacy** - support CDC participants to take greater control in managing finances through enhanced basic budgeting and financial literacy skills.
- **Digital literacy and safety** - support CDC participants to strengthen their digital literacy and build awareness and understanding around maintaining digital safety.
- **Community champions** - engage local leaders to be CDC communication and change champions to build trust, knowledge and support for the CDC, including via a train the trainer model.
- **Capability investment to strengthen service delivery** - provide additional support to service delivery organisations to enable effective use of the CDC. Consideration will be given to activities to support minor business operating expenses including the purchase of assets and equipment to facilitate effective service delivery of the CDC and to support the training needs of CDC participants.

The primary outcome for the job fund and job ready component of this grant opportunity is to see improved employability of CDC participants in the 4 original trial sites. Achievement of this outcome will be measured through data collection via [Data Exchange](#) (DEX) and regular progress reports. The primary outcome underpinning the Northern Territory CDC transition component of the funding is to support people in the Northern Territory to transition to the CDC and to use the card once they have transitioned. The outcome will be measured through data collection via DEX and the regular progress reporting. You can apply for both streams as long as you are currently operating or have the capacity to operate in locations that are identified at 5.2.

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

3. Grant amount and grant period

3.1 Grants available

The Australian Government has announced a total of up to \$31.1 million (GST exclusive) over 2 years for the Strong and Resilient Communities Activity – CDC Support Services. The available funds for 2021–22 is \$13,870,500 and for 2022–23 is \$17,173,500.

This grant opportunity seeks applications for projects to be delivered from February 2022 to 30 June 2023 with the possibility of a 2 year extension.

4. Eligibility criteria

We cannot consider your application if it does not satisfy all the eligibility criteria.

4.1 Who is eligible to apply for a grant?

To be eligible to apply for a Strong and Resilient Communities Activity – CDC Support Services grant you must be a not-for-profit organisation and be one of the following entity types:

- Indigenous Corporation
- Company¹
- Local Government
- Cooperative
- Incorporated Association
- Statutory Entity

Applications from consortia are acceptable, as long as you have a lead applicant who is solely accountable to the Commonwealth for the delivery of grant activities². Where Aboriginal Community Controlled organisations and non-Indigenous organisations choose to apply together as part of a consortium, consideration would be given to applications which reflect how this consortium could be undertaken in accordance with the Aboriginal Peak Organisations Northern Territory (APO NT) [Partnership Principles](#).

Your lead organisation must also be:

- a legal entity, able to enter into a legally binding agreement
- located in Australia.
- currently operating or have the capacity to operate in locations that are identified at 5.2.
- currently deliver services in regional and remote Australia

¹ Company is a company incorporated under the *Corporations Act 2001* (Cth)

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- an organisation, or your project partner is an organisation, included on the [National Redress Scheme website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme.
- 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
- Non-corporate State or Territory Statutory Authority
- International Entity
- Sole Trader
- Partnership
- Person
- Unincorporated association.

5. What the grant money can be used for

5.1 Eligible grant activities

You must use the grant to deliver an approved project that meets the aims and objectives of the funded activities as defined in section 2.1 and 2.2 of the Grant Opportunity Guidelines.

5.2 Eligible locations

Your grant activities must be delivered in the locations specified below.

These locations are:

- Bundaberg and Hervey Bay area
- Ceduna area
- East Kimberly area
- Goldfields area
- Northern Territory

For exact definitions of these areas please refer to the [Social Security \(Administration\) Act 1999, Part 3D, 124PD Definitions](#)

5.3 Eligible expenditure

You can use the grant to pay for:

- staff salaries and on-costs, which can be directly attributed to the provision of the grant program in the identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the grant program

- operating and administration expenses directly related to the project as per the grant agreement, such as:
 - telephones
 - rent and outgoings
 - computer/ IT/website/software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - domestic travel (if COVID 19 permits)/accommodation costs
- assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables.

5.4 What the grant money cannot be used for

You cannot use the grant for the following activities:

- projects that have already commenced or are completed
- purchase of land
- wages not related to the direct delivery of the funded activity
- major capital expenditure
- 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 project as per the grant agreement
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

We cannot provide a grant if you receive funding from another government source for the same purpose.

6. The assessment criteria

You must address all of the following assessment criteria in the application. All assessment criteria are given equal weighting. The application form includes character limits – up to 6000 characters (approximately 900 words) per criterion. The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.

Criterion 1

Demonstrate a strong need for the project within the target community

In responding to this criterion, you **should** include:

- a description of the problem or need your project will address
- a description of the demographic of the community your project will target/benefit

- evidence of the need for the project including the extent to which the identified problem or need relates to the identified community (for example statistics, research, empirical evidence, evidence of unmet need or service gap, consultation with the target group)
- the extent to which the problem or need relates to the objectives/intended outcomes of the Strong and Resilient Communities Activity – CDC grants program.

Criterion 2

Describe the project in detail

In responding to this criterion, you **should**:

- provide a description of the project including details of how the project will be implemented, delivered and promoted
- explain the intended outcomes of the project, including how the project will address the identified problem or need and contribute to the intended outcomes, including intended lasting outcomes post completion of your project.
- describe the extent to which the intended outcomes of the project relate to the objectives of the Strong and Resilient Communities Activity – CDC grants program for example to support vulnerable and disadvantaged people on pathways to self-reliance and empowerment through local community-driven solutions that strengthen economic participation (see Section 2).

Criterion 3

Demonstrate your organisation’s capability to deliver the project in the identified community

In responding to this criterion, you **should**:

- demonstrate your organisation’s knowledge of the local community your project is intended to target/benefit
- describe how you have consulted with and/or involved the target groups in the design of the project, including their role in, or support for the project
- describe why your organisation is well-placed to deliver this project to the target groups within the identified community
- explain how your organisation intends to support/facilitate the target groups within the identified community to gain access to/participate in your project
- demonstrate how your organisation will leverage existing relationships and work with other services to deliver the project
- outline your plan to maintain delivery of the project in response to COVID-19.

Criterion 4

Demonstrate your organisation’s governance arrangements to support the delivery of the project

In responding to this criterion, you **should**:

- provide an overview of your organisation, including governance structures, geographical coverage, and dispute resolution policies

- describe the relevant experience and qualifications you intend of staff who will deliver services and how you will ensure they are appropriately skilled and supported, including staff from other organisations funded through any consortium or sub-contracting arrangements
- describe your processes for ensuring that all reporting requirements in section 12.2 for this grant opportunity will be met.

7. How to apply

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

These documents are found at [GrantConnect](#) and [Community Grants Hub](#) websites. Any changes to grant documentation are published on both sites and addenda³ will be published on GrantConnect. By registering on GrantConnect, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

You can only submit one application form per organisation per region. If more than one application is submitted for a project, the latest application form you submitted will be considered.

To apply you must:

- complete the online application form on [GrantConnect](#) or [Community Grants Hub](#)
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments (where relevant)
- submit your application to the Community Grants Hub by 9:00 pm AEDT on 25 October 2021.

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

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code Act 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application online, have any technical difficulties or find an error in your application after submission, but before the closing date and time, you should contact the Community Grants Hub immediately on 1800 020 283 (option 1) or email support@communitygrants.gov.au. The Department of Social Services do not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change the nature of your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

³ Addenda can include changes to existing grant opportunity documentation and/or publishing additional documents. Changes include but are not limited to corrections to currently published documents, changes to closure times for applications and system outage notices.

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

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

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

7.1 Joint (Consortia) applications

We recognise that some organisations may want to join together as a group to deliver a Strong and Resilient Communities Activity – CDC project. The department will accept these arrangements and will particularly encourage them where an Aboriginal Community Controlled Organisation (ACCO) and non-Indigenous organisation have a relationship. Organisations that use this kind of partnership arrangement should ground their partnership in the APO NT [Partnership Principles](#).

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

Where consortia arrangements have been finalised, you must attach a copy of the final arrangement.

Where an arrangement has not yet been finalised, you must attach evidence outlining all parties' agreement to the consortia arrangements. You must have a formal arrangement in place with all parties prior to execution of the agreement.

7.2 Timing of grant opportunity processes

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

Late applications

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

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

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

How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request via the [Community Grants Hub](#).

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 3 days after the grant opportunity has closed.

The Branch Manager, Cashless Welfare Engagement and Support Services or their appointed representative will determine whether a late application will be accepted. The decision of the Branch Manager, Cashless Welfare Engagement and Support Services will be final and not be subject to a review or appeals process.

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

Expected timing for this grant opportunity

If you are successful, you will be expected to start your Strong and Resilient Communities Activity – CDC Support Services project from February 2022.

Table 1: Expected timing for this grant opportunity

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
Earliest start date of grant activity	22 February 2022
End date of grant activity	30 June 2023

7.3 Questions during the application process

If you have any questions during the application period, contact the Community Grants Hub on 1800 020 283 (option 1) or email support@communitygrants.gov.au.

The Community Grants Hub will respond to emailed questions within 5 working days. Answers to questions are posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5:00 pm AEDT on 18 October 2021. Following this time, only questions about using and/or submitting the application form will be answered.

8. The grant selection process

8.1 Assessment of grant applications

The Community Grants Hub will review 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.

If eligible, the department will then assess your application against the assessment criteria (see section 6). We will consider your application on its merits, based on how:

- well it meets the assessment criteria
- it compares to other applications.

A Selection Advisory Panel will consider:

- whether it provides value with relevant money.⁴

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

- the overall objective/s to be achieved in providing the grant

⁴ See glossary for an explanation of 'value with money'.

- joint consortia arrangements
- the relative value of the grant sought
- extent to which the geographic location of the application matches identified priorities
- the extent to which the evidence in the application demonstrates that it will contribute to meeting measurable outcomes
- how the grant activities will target groups or individuals
- how it compares to other applications
- overlap with other Australian Government grant programs.

8.2 Who will assess and select applications?

The department will assess each eligible and compliant application on its merit and compare it to other eligible applications. Assessment will be undertaken by the department's personnel, who will undertake training to ensure consistent assessment of all applications.

The department may invite external experts to participate in the Selection Advisory Panel.

Any expert/advisor, who is not a Commonwealth Official, will be required/expected to perform their duties in accordance with the CGRGs.

The Selection Advisory Panel may seek additional information about you or your application and this may delay completion of the selection process. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. Assessment personnel may also consider information about you or your application that is available through the normal course of business.

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

8.3 Who will approve grants?

The Minister, Families and Social Services and Minister for Women Safety decides which grants to approve based on the recommendations of the Selection Advisory Panel and the availability of grant funds for the purposes of the grant program.

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

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

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

9. Notification of application outcomes

We will write to you about the outcome of your application. If you are successful, you are advised of any specific conditions attached to the grant.

9.1 Feedback on your application

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

Individual feedback will not be provided for this grant opportunity.

9.2 Further grant opportunities

If there are not enough suitable applications to meet the programs objectives, the department may approach organisations directly and invite them to apply. Organisations are also encouraged to visit the Australian Government's GrantConnect [website](#), and subscribe to receive alerts about grant opportunities as they become available.

10. Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will offer successful applicants a Commonwealth Standard or Individualised Grant Agreement for this grant opportunity.

Each agreement has general/standard grant conditions that cannot be changed. Sample grant agreements are available on GrantConnect and Community Grants Hub websites as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These are identified in the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Commonwealth Standard or Individualised Grant Agreement

We will use a Commonwealth Standard or Individualised Grant Agreement.

You will have 10 business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

You may request changes to the grant agreement. However, we will review any changes to make sure they do not affect the grant as approved by the decision maker.

10.2 Commonwealth Child Safe Framework

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

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

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

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly. The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

10.3 Multicultural access and equity

The Australian Government's *Multicultural Access and Equity Policy* obliges Australian Government agencies to ensure their policies, programs and services - including those provided by contractors and service delivery partners - are accessible to, and deliver equitable outcomes for, people from multicultural communities.

Grant applicants should consider how they will ensure their services will be accessible to people from multicultural communities. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into grant applications (to assist with identifying these costs see the Translating and Interpreting Services costing tool in the grant opportunity documents).

10.4 How we pay the grant

The grant agreement will state the:

- activity requirements
- maximum grant amount to be paid
- the payment amount and milestones
- performance indicators
- reporting milestones
- financial acquittal requirements.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

We will make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity.

10.5 Grant payments and GST

Payments will be GST Inclusive. If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website no later than 21 calendar days after the date of effect as required by Section 5.3 of the [CGRGs](#).

12. How we monitor your grant activity

12.1 Keeping us informed

You should let us know if anything is likely to affect your Strong and Resilient Communities Activity – CDC Support Services grant project or organisation. Please email the [Community Grants Hub](#)

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details
- key project position holders

If you become aware of a breach of the terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your grant and provide an opportunity for the Minister or their representative to attend.

12.2 Reporting

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

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

The performance information reported through the Data Exchange includes:

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

The Data Exchange has 2 standardised 6 monthly performance reporting periods each year, which run from 1 July to 31 December and 1 January to 30 June, with a 30 day close off period after each of these. Once the close-off period is completed, no further changes can be made to the data.

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

For this activity, participation in the “partnership approach” is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances. You must submit reports in line with the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

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

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

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

Your grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager assigned by the department. The Funding Arrangement Manager will work with you to ensure all milestones shown in your grant agreement are met.

Activity Work Plan reports

Activity Work Plan reports must:

- include output-level detail for the funded activity
- include evidence of your progress towards completion of agreed activities and outcomes
- show the total eligible expenditure incurred to date
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

We will only make grant payments when we receive satisfactory progress reports.

You must tell us of any reporting delays as soon as you become aware of them.

Final report

When your project is complete you must submit a final report.

Final reports must:

- identify if and how outcomes have been achieved
- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred
- be submitted by the due date and in the format specified in the grant agreement.

12.3 Audited financial acquittal report

We may ask you to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement.

12.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Arrangement Manager, Community Grants Hub.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

12.5 Compliance visits

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice in writing of any compliance visit.

12.6 Record keeping

We may also inspect the records you are required to keep under the grant agreement.

12.7 Evaluation

We will evaluate the Strong and Resilient Communities Activity – CDC Support Services grant program to see how well the outcomes and objectives have been achieved.

In applying for this grant opportunity, you agree to the department sharing your information including personal details for the purposes of evaluation or research.

We may also use information from your application and reports for the purposes of evaluation or research. We may also ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to one year after the grant period for more information to assist with this evaluation.

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

The department, in undertaking an evaluation of the program, may engage with the following tools:

- Post-Implementation Review – a review that asks and answers questions of whether an initiative was implemented in the manner envisaged, on time and within budget.
- Program Performance Review – a review of whether a program is performing at the optimal level to deliver defined outputs and whether there is scope to improve efficiency and cost effectiveness.
- Impact Evaluation – an assessment of the extent to which the program is achieving the defined policy outcomes.

The department will use the Data Exchange to assist in program evaluation.

12.8 Acknowledgement

If you make a public statement about a Strong and Resilient Communities Activity – CDC Support Services grant project funded under the program, we require you to acknowledge the grant by using the following:

‘This Strong and Resilient Communities Activity – CDC Support Services project received grant funding from the Australian Government.’

13. Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

These guidelines may be changed by the department. When this happens, the revised guidelines are published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

13.1 Enquiries and feedback

Complaints about this grant opportunity

The department's [complaints procedure](#) applies to complaints about this grant opportunity. All complaints about this grant opportunity, including grant decisions, must be made in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to support@communitygrants.gov.au.

Complaints about the selection process

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

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the complaints form on the Department of Social Services website, by phone or mail.

Phone: 1800 634 035

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

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

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

13.2 Conflicts of interest

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

- professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer or member of an external panel
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently

- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/ grant opportunity.

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

If you later you think there is an actual, apparent, or perceived conflict of interest, you must inform the department and the Community Grants Hub in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)](#) of the [Public Service Act 1999](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Community Grants Hub](#) website.

13.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

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

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

The Australian Government may also use and disclose information collected about you under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the Australian Government would breach an Australian Privacy Principle as defined in the Act.

13.4 Confidential Information

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the 3 conditions below:

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- Commonwealth employees and contractors to help us manage the program effectively
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery
- other Commonwealth, state, territory or local government agencies in program reports and consultations
- the Auditor-General, Ombudsman or Privacy Commissioner
- the responsible Minister or Parliamentary Secretary
- a House or a Committee of the Australian Parliament.

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

13.5 Freedom of information

All documents that the Australian Government has, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act gives people the ability to get information held by the Australian Government and its organisations. Under the FOI Act, people can ask for documents the Australian Government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

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

By mail: Freedom of Information Team
 Government and Executive Services Branch
 Department of Social Services (DSS)
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
assessment criteria	are the specified principles or standards, against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive grant opportunity, to determine application rankings.
commencement date	the expected start date for the grant activity
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
Commonwealth Grants Rules and Guidelines (CGRGs)	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
completion date	the expected date that the grant activity must be completed and the grant spent by
co-sponsoring entity	when 2 or more entities are responsible for the policy and the appropriation for outcomes associated with it
date of effect	can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	the person who makes a decision to award a grant
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
Funding Arrangement Manager	is the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	<p>for the purposes of the CGRGs, a ‘grant’ is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> a. under which relevant money⁵ or other Consolidated Revenue Fund (CRF) money⁶ is to be paid to a grantee other than the Commonwealth; and 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/activities	refers to the project/tasks/services that the grantee is required to undertake
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	a ‘program’ carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement program.
GrantConnect	is the Australian Government’s whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
grantee	the individual/organisation which has been selected to receive a grant
outcome	is the benefit gained from an intervention. It is the short term and medium term outcomes of the activity. It is how the participant’s life changed
output	is the thing that gets produced as a result of an intervention. It is the amount of something that has been produced by an action, intervention, activity or process

⁵ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

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

Term	Definition
Portfolio Budget Statement (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 Advisory Panel	provides strategic oversight, advice and recommendations to the decision maker on assessed applications from the program specific, service provider composition and service location perspectives.
selection criteria	comprise eligibility criteria and assessment criteria.
selection process	the method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.
value with money	<p>refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to the:</p> <ul style="list-style-type: none"> • quality of the project proposal and activities • fit for purpose of the proposal in contributing to government objectives • absence of a grant is likely to prevent the grantee and government's outcomes being achieved • potential grantee's relevant experience and performance history.