



Australian Government

Community
Grants Hub
Improving your grant experience



Financial Wellbeing and Capability Activity – Financial Crisis and Material Aid: Emergency Relief

Feedback for applicants

Overview

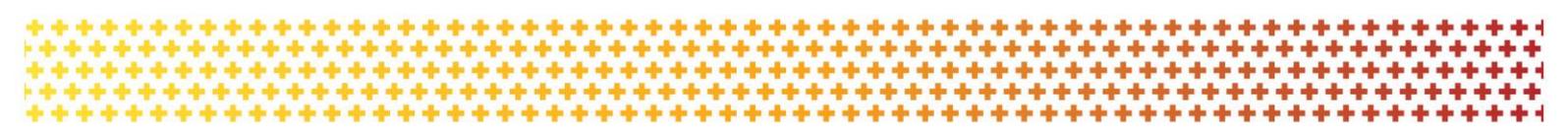
The Financial Wellbeing and Capability Activity is a component of the Families and Communities Program. The Families and Communities Program aims to strengthen relationships, improve the wellbeing of children and young people, reduce the cost of family breakdown, strengthen family and community functioning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

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

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

Emergency Relief aims and objectives include:

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

The Community Grants Hub used an open selection process to select 185 providers to deliver the Financial Wellbeing and Capability Activity – Financial Crisis and Material Aid: Emergency Relief Funding Round.

The Community Grants Hub received 373 applications for funding, each of which was required to address the following three selection criteria:

- 1) Describe your organisation and its capacity to deliver Commonwealth Emergency Relief services in the target area (relevant SA4/SA2).**
- 2) Explain how your organisation will deliver Commonwealth Emergency Relief services to people in financial crisis.**
- 3) Explain how your organisation will work to recognise and support vulnerable people with complex needs (including collaboratively with other services).**

Preferred applicants were identified based on the strength of their responses to the selection criteria and their demonstrated ability to meet the grant requirements outlined in the Grant Opportunity Guidelines.

Selection Results

185 organisations were selected to deliver Financial Wellbeing and Capability Activity – Financial Crisis and Material Aid: Emergency Relief Funding Round.

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



Criterion 1

Describe the organisation and its capacity to deliver Commonwealth Emergency Relief services in the target area (relevant SA4/SA2).

Your response should include information about:

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

Strength	Example
Strong applications clearly described information about the organisation and what services it delivers, i.e. type of services, outlet locations, hours of operation, proximity to transport, size	Strong responses clearly described: <ul style="list-style-type: none">• The organisation and how long it has been in operation.• Services delivered with supporting information (statistics, relevant studies, scale and scope of delivery).• Offices or locations from where Emergency Relief assistance can be obtained, the operating hours and availability of public transport.
Strong applications clearly described information about the staff/volunteers who will be directly and indirectly delivering Emergency Relief, i.e. paid and unpaid staff, administration support	Strong responses clearly described: <ul style="list-style-type: none">• The number of paid and unpaid staff.• The roles and responsibilities of key staff (such as management and/or supervisors).• The experience and qualifications of key staff and how they were relevant to delivering Emergency Relief.
Strong applications clearly described development and training the organisation would be providing staff (paid and unpaid) to ensure they have the necessary skills and support to deliver services to people under financial stress.	Strong responses clearly described: <ul style="list-style-type: none">• Policies and approaches towards training and development of both paid and unpaid staff.• Recent training and development undertaken by staff.



Strength	Example
	<ul style="list-style-type: none">• How specific skills and abilities targeted by the training and development is relevant to delivering Emergency Relief.• Upcoming training and development to be undertaken by paid and unpaid staff.• How training and development is delivered.• Referenced to the relevant Certificate Number if applicable.



Criterion 2

Explain how the organisation will deliver Commonwealth Emergency Relief services to people in financial crisis.

In responding to the criteria, applicants had to provide information about how the organisation would:

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

Strength	Example
Strong applications clearly explained how clients would be assessed to determine they were eligible to receive services under Emergency Relief	Strong responses clearly described: <ul style="list-style-type: none">• The organisations procedures for assessing clients' financial circumstances, with supporting information about the types of documentary evidence (if any) that would be requested.• How the procedures for accessing clients' financial circumstances would ensure the new eligibility criterion are met.
Strong applications clearly demonstrated services would be provided within a framework of engagement and referral that looks beyond the clients' need for immediate financial assistance, i.e. housing, budgeting skills, education	Strong responses clearly described: <ul style="list-style-type: none">• How the service delivery model looked beyond clients' need for immediate assistance with support information or case studies.• How the service would help clients to identify the factors contributing to their financial stress and the right supports to help them manage those factors.
Strong applications clearly demonstrated how other sources of funding, resources and/or support would be leveraged to address the need for Emergency Relief services	Strong responses clearly described: <ul style="list-style-type: none">• How other sources of funding would be leveraged and the applicant describing these other sources and how they would contribute to the delivery of Emergency Relief.



Strength	Example
	<ul style="list-style-type: none">• How other resources and/or support would be leveraged and how they would add value to the provision of Emergency Relief Services.



Criterion 3

Explain how the organisation will work to recognise and support vulnerable people with complex needs (including collaboratively with other services).

In responding to the criteria, applicants had to provide information about how the organisation would:

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

Strength	Example
Strong applications clearly demonstrated how strong collaborative relationships would be maintained or developed with local support services, i.e. family relationship services, job active providers, refugee services, domestic violence services, mental health, housing programs and other financial wellbeing and capability services	Strong responses clearly described: <ul style="list-style-type: none">• How the organisation develops relationships with such services (including examples of collaborations achieved by the approach).• How local support services would be targeted for the development of collaborative relationship.• General activities undertaken to help maintain or develop these collaborative relationships.• Supporting information to show how the activities undertaken had achieved the goal of developing or maintain collaborative relationship.
Strong applications clearly demonstrated how effective referral pathways internally and/or with local support services would be provided, to address underlying causes of financial stress, i.e. mental health, housing, substance abuse, gambling.	Strong responses clearly described: <ul style="list-style-type: none">• Programs, supports and expertise within the organisation relevant to the underlying causes of a client's financial stress, and how it would ensure the client can access them.• How the applicant would support a client to connect with other local support services that can help address the causes of the client's financial stress.