



Australian Government

**Community
Grants Hub**
Improving your grant experience



Family Relationship Advice Line (FRAL)

Questions and Answers

1. What is the closing time and date for applications?

The Application Form must be submitted by **2.00pm Australian Eastern Daylight Time (AEDT) on Wednesday 12 December 2018**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions will **not** be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date the [late application policy](#) available on the Community Grants Hub website will apply.

3. How much funding is available for this Program?

The Australian Government has allocated \$44,422,340 (GST exclusive) over five years (\$8,884,468 annually) for the Family Relationship Advice Line Grant. An eligible organisation can apply for funding up to that amount. Subject to negotiations, establishment costs of up to 20% of the first year of funding will be available. The funding agreement will end on 30 June 2024.

4. Can I apply for more than \$44,422,340 over the five years?

No. The maximum funding an eligible organisation can apply for is \$44,422,340 (GST exclusive) over the five years. However, additional funding is available to cover establishment costs, subject to negotiations.

5. How much establishment funding is available?

Applicants must indicate in their proposal if they are seeking establishment costs and include an outline of the proposed establishment phase and associated costings.

Establishment costs of up to 20% of the first year of funding will be available (that is, up to \$1,777,000 GST exclusive). 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 on 1 July 2019).



The provision of establishment funding to the successful applicant will be subject to negotiations.

6. How do I complete the table breakdown of proposed grant funding under Area Financials in the application form?

As establishment funding is split and paid over the 2018-2019 and 2019-2020 financial years (FY), if you require this funding please ensure you:

- Enter the first payment of up to \$888,500 for establishment funding in the financials table for the 2018-2019 FY.
- Enter the second payment of up to \$888,500 for establishment funding with the first payment of base funding up to \$8,884,468 in the financials table for the 2019-2020 FY.
- The following financial years in the financials table will consist only of base funding, with up to \$8,884,468 for each remaining FY.

7. What is required within the budget template and transition plan?

A breakdown of your proposed establishment funding should be captured within the attachment you submit as your 'Transition Plan'.

A breakdown of your proposed operating costs, over each year of the five-year agreement, should be captured in your budget. You are asked to submit your budget using the template provided. You should not include any proposed establishment funding in this budget template.

8. Can I negotiate to have the full establishment funding paid out prior to 1 July 2019?

No, please refer to the answer provided under question 5 above.

9. Is the funding ongoing?

No. If successful, the funding will be provided over a five year grant agreement.

10. Is my organisation eligible to apply?

To be eligible for the FRAL grant opportunity, you must be one of the entity types listed in section 3.1 of the Grant Opportunity Guidelines. You are **not** eligible to apply if you are a **for-profit entity**, even if your entity type is listed in section 3.1 of the Grant Opportunity Guidelines. This means that you must be an entity that is a not-for-profit- organisation or one that is not profitable.



11. When will my organisation know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. This is expected to be around February 2019. For probity reasons, it is not possible to give you information about the status of individual applications during the assessment process.

12. How can I submit the Application Form?

The form is an online Application Form that you must submit electronically. The Community Grants Hub will not provide application forms or accept application forms for this grant opportunity by fax, email or through Australia Post unless otherwise stated in the Grant Opportunity Documents.

13. Do word limits apply to assessment/selection criteria?

Yes, there is a word limit of 900 words per selection criterion. The application form will not allow you to exceed 900 words.

14. What happens if my organisation is successful, when can we expect payments?

The successful organisation will be contacted to enter negotiations and to execute a grant agreement with the Department of Social Services. The grant will be made available once the grant agreement has been executed, and as per the payment schedule in the grant agreement.

15. What is the Data Exchange?

The Data Exchange is the performance reporting system for the Department of Social Services. It must be used by organisations that are funded under grant agreements to deliver services to clients. There are a small number of data items that must be captured in the Data Exchange – including information about client details, case and session details, and client consent to participate in follow-up research. For family law services there are a small number of additional mandatory data items. Service providers can access their own reports via the Data Exchange web-based portal. These reports are based on the information submitted by their organisation.

Service providers can choose to collect further data in exchange for access to a more sophisticated suite of reports. This further data includes information about the client's presenting needs and circumstances, referrals, and outcomes.

Further information about what is required through the Data Exchange is on the [Data Exchange website](#).



16. Does the successful applicant have to report information through the Data Exchange?

Yes. The successful applicant must use the Data Exchange to report data about calls through to FRAL.

As noted in section 12.4 of the Grant Opportunity Guidelines, the successful applicant must enter a grant agreement that requires participation in the partnership approach in relation to the telephone and online dispute resolution services provided through FRAL. This will ensure that a rich set of information is available about client outcomes to help inform both the service provider and government.

The successful applicant will not be required to participate in the partnership approach in relation to the other services it provides (information, advice, referrals and legal advice) because these calls will generally be one off, anonymous calls. The reporting of the basic client information for these calls will help provide a useful data set of the numbers and demographics of callers.

17. What is the Social and Community Services (SACS) supplementation?

On 1 February 2012, Fair Work Australia (now the Fair Work Commission) made a decision to increase wages for the social and community services sector from 1 December 2012. That decision affected workers employed under the Social, Community, Home Care and Disability Services Industry Award 2010.

The Australian Government made a commitment to pay a supplement to organisations that deliver certain programs to enable those organisations to provide their workers with the increased pay. The commitment was to provide this supplementation through to 30 June 2021.

Further information is available on the [Department of Social Services](#) website.

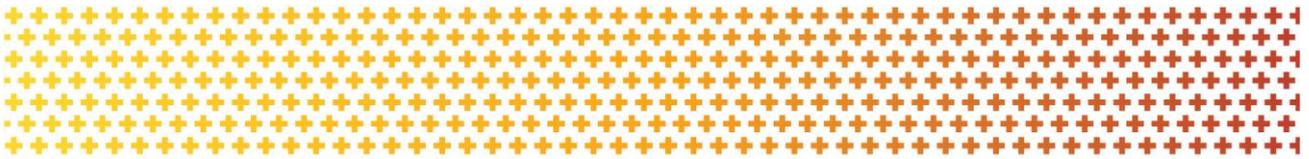
18. Will our organisation be eligible to receive the SACS supplementation?

The successful applicant may be eligible to receive SACS supplementation for FRAL workers employed under the Social, Community, Home Care and Disability Services Industry Award 2010. This would include those who are employed as social workers and family dispute resolution practitioners for the FRAL.

The SACS supplementation will be paid in addition to the Grant amount available in section 2 of the Grant Opportunity Guidelines, but will cease on 30 June 2021.

19. What type of legal advice does FRAL provide?

The FRAL provides telephone-based legal advice services to callers who need one-off assistance to help with their family law related issues. These services are expected to focus primarily on non-adversarial approaches to resolving family law issues. Callers may be persons affected by separation, including grandparents and other extended family members,



and practitioners and managers from other family law services funded under the Family Relationship Services Program (FRSP).

The type of legal advice requested may include, but is not limited to:

- information about a wide range of family law issues such as parenting, property, financial agreements, child support, relocation, child abduction, self-representation, family violence, court orders and non-compliance, the family law system generally, court processes and proceedings and dispute resolution processes
- advice on parenting plans including legal and financial implications including the impact on property settlements or child support
- simple legal advice to clients involved in a dispute resolution process before or during the process
- guidance to dispute resolution practitioners about when it may or may not be appropriate to suspend a process to allow the parties to seek private legal advice
- advice and information for self-represented litigants participating in litigation and court processes
- advice on how to file an application with the court for a parenting order
- advice on how to deal with breaches of parenting orders or parenting plans
- advice about when more comprehensive legal assistance should be obtained and referral to another legal service where appropriate
- simple legal advice for callers separated less than 12 months, and who have no children, but have property matters to be resolved.

Legal advisers must have knowledge of jurisdictional differences in family law between Western Australia and the other States and Territories, between court registries, and the different legal practices and procedures.

FRAL does not provide ongoing advice to callers, nor advice on a complex legal issue. Callers will need to be referred to another legal service if they require further legal advice.

20. What infrastructure is needed to operate FRAL?

Call centre telecommunications and information technology infrastructure is required to manage a large volume of calls daily including the capacity of the system to allow messaging, queuing and transfers. A system for web-based interactions for online enquiries is also required.



21. Why is this grant opportunity for a five-year period when the Australian Law Reform Commission (ALRC) is expected to report on its review of the family law system in March 2019 and may recommend significant changes to the family law system?

While the ALRC will report by 31 March 2019 and may make recommendations in relation to the design of services, the implementation of these recommendations will be a matter for Government.

A five-year timeframe for this grant agreement will ensure there is sufficient time for any Government reforms stemming from the ALRC review to be designed and implemented.

22. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au

23. Will FRAL operators need to offer a translation service for linguistically diverse callers? Will they also need to provide translated FRAL information in print and digital form?

THE FRAL must be accessible for people from culturally and linguistically diverse backgrounds. Section 12.7 of the Grant Opportunity Guidelines provides further information about what may be required of the service, including the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency.

FRAL staff may provide a copy or refer callers to resources and publications about children and parenting after separation on *Family Relationships Online*. These resources are available in a range of languages.

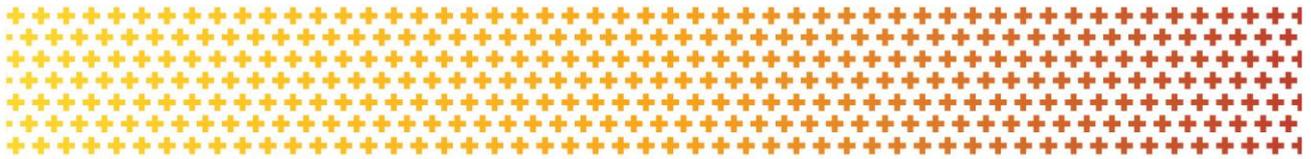
[Family Relationships Online](#) is a government website that provides families with information about relationships, including separation, and information about services designed to help Australian families.

24. What qualifications are required to provide family dispute resolution services to callers?

The staff who provide family dispute resolution must be accredited family dispute resolution practitioners. Please refer to the [Australian Government Attorney-General's Department website](#) for information about accreditation for Family Dispute Resolution Practitioners.

25. Does an applicant have to demonstrate a capacity to deliver FRAL services to remote and regional communities?

The FRAL is intended to deliver services to all Australians, wherever they are located, by means of telephone, and other available non-face to face information and communication technology. While there is no selection criterion specifically requiring an applicant to address



its capacity to deliver services to remote and regional communities, this is inherent in responding to the assessment criteria.

26. Can an organisation apply on behalf of a consortium?

Organisations may apply as a consortium. One organisation must be appointed as a 'lead organisation' and be responsible for completing the application form. Further information about applications from consortia is provided in section 7.5 of the Grant Opportunity Guidelines.

27. Can the funds be used to subcontract FRAL services?

FRAL services may be delivered through subcontracting arrangements. These arrangements must be identified through the online application form. Applicants must also submit a proposed caller/client flow chart or diagram as required by section 7.4 of the Grant Opportunity Guidelines, and this must identify where subcontracting arrangements will deliver certain aspects of the service model.

28. Is there provision to attach letters of support to the application?

Applicants are not able to provide letters of support.

New question and answer added 7 November 2018

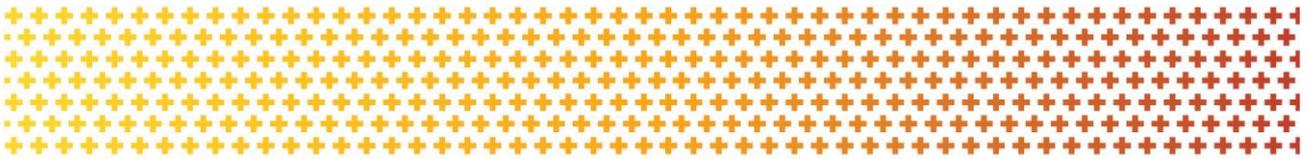
29. What funding amount will be offered to current family law service providers who will be invited to apply for continued funding?

The open competitive selection process for the Family Relationship Advice Line has opened. However, the selection processes for the other Family Law Services have not opened. These will involve closed non-competitive selection processes, whereby the current service providers will be invited to apply for continued funding to operate the services. The amount of funding available to providers will be advised through the letters of invitation for the funding opportunity. The letters of invitation will be sent in the coming months.

New question and answer added 27 November 2018

30. Where is the FRAL currently based?

The current location/s of the FRAL is not publically available. The successful service provider will be required to independently determine the appropriate location/s for basing the FRAL.



31. How is the Legal advice currently managed? Is this function outsourced?

This is commercial in confidence information and not publically available. The successful service provider will need to determine how to most appropriately provide and manage the legal advice service component.

32. Are you able to provide a break down on call rates experienced during the week to a Saturday?

Information on the call numbers and call hours can be found on page 7 of the grant Opportunity Guidelines. A further breakdown of that information is not available.

33. Are there any guidelines which prohibit an organisation offering Sunday's as part of the service being delivered?

The Grant Opportunity Guidelines specify the required hours/days FRAL services are to be available. Any additional hours/days supported by a successful provider must be provided within the funding available in this grant opportunity and cannot compromise services available in core hours.
