

NDIS Jobs and Market Fund – Round 1 Grant Opportunity Guidelines

Opening date: **22 November 2018**

Closing date and time: **2:00pm AEDT on 17 January 2019**

Commonwealth policy entity: **Department of Social Services**

Enquiries: If you have any questions, please contact
Community Grants Hub
Phone: 1800 020 283
Email: support@communitygrants.gov.au

Questions must be sent no later than 5:00pm AEDT 10 January 2019

Date guidelines released: 22 November 2018

Type of grant opportunity: **Open competitive**

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1. NDIS Jobs and Market Fund Processes

The 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 3 Disability and Carers. The Department of Social Services works with stakeholders to plan and design the Grant Program according to the *Commonwealth Grants Rules and Guidelines*.



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 Decisions are made

The decision maker decides which grant 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 will enter into a grant agreement with successful applicants. 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. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the grant opportunity

We evaluate the specific grant activity and grant opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Role of the Community Grants Hub

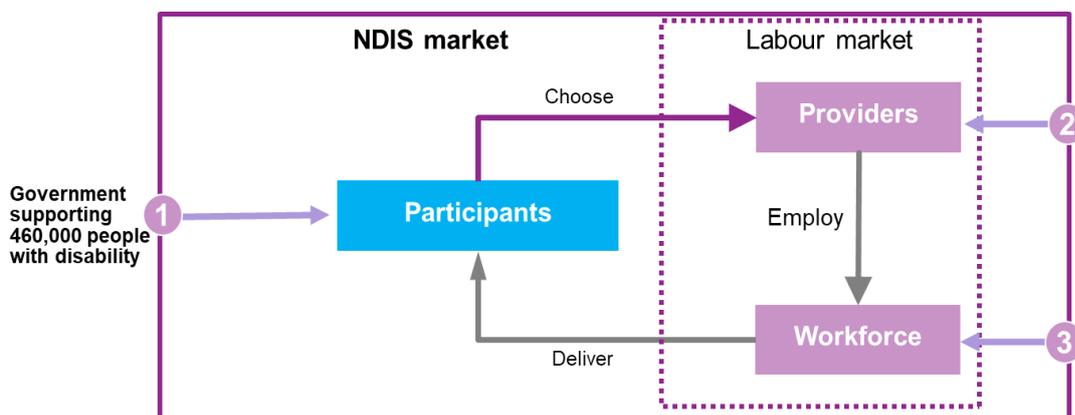
This grant opportunity will be administered by the Community Grants Hub on behalf of the Department of Social Services under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

1.2 About the grant program

The NDIS is a significant social and economic policy reform representing one of the largest job creation opportunities in Australia. Achieving choice and control for participants requires a vibrant, well-functioning market of NDIS providers, from which empowered NDIS participants are able to choose high quality services. To support this vision, the NDIS workforce needs to grow by approximately 90,000 full-time equivalent workers to support 460,000 participants at full scheme.

Given the rapid growth in service delivery required, providers need to be informed and enabled to respond to participant needs, and build the necessary workforce in a competitive market environment. The vision for the NDIS is that participants exercise choice and control over the services they receive, accessing services from an effective market that responds to their needs. This vision will be achieved by ensuring that: participants are able to exercise choice and control; participants receive reasonable and necessary supports where and when they need them; NDIS providers deliver supports and services efficiently and sustainably; and NDIS providers are able to access the workforce needed to meet participant demand.

Figure 1: NDIS market-based model



The National Disability Insurance Scheme (NDIS) Jobs and Market Fund (JMF) announced in the 2018-19 Budget will provide \$45.6 million over three years from 2018-19 to 2020-21 to support the growth of the NDIS market and workforce.

The JMF will build on the success of the Sector Development Fund, which has funded projects to support people with disability, providers and the workforce to transition to the NDIS, but shift the focus to prioritising opportunities for workforce and market growth.

The objective of the JMF is to support growth of the NDIS market and workforce in capacity and capability to meet the needs of NDIS participants.

The Program will be undertaken according to the *Commonwealth Grants Rules and Guidelines 2017 (CGRGs)*.

1.3 About the Grant Opportunity

These guidelines contain information for the NDIS Jobs and Market Fund Round 1 Grant Opportunity. This Grant Opportunity will run over three financial years from 2018-19 to 2020-21, with funding available for projects of up to two years from the date of grant agreement. As for the JMF as a whole, **the objective of this Grant Opportunity is to grow the NDIS market and workforce in capacity and capability to meet the needs of NDIS participants.**

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 checked and assessed
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

1.4 Grant Opportunity outcomes

Consistent with the objectives and outcomes of the JMF as a whole, projects funded under the JMF Round 1 Grant Opportunity will demonstrate **positive outcomes for market and workforce growth** through investment in strategic evidence based projects that build an effective disability services market and workforce.

Outcomes of the JMF must contribute to the growth of an effective disability services market and workforce comprising the following ultimate outcomes:

- Participants exercise choice and control.
- Participants receive reasonable and necessary supports where and when they need them.
- NDIS providers are delivering supports and services efficiently and sustainably.
- NDIS providers are able to access the workforce needed to meet participant demand.

JMF Round 1 outcome areas and associated example outcomes are:

1. Providers: increased capacity and capability of NDIS providers.

- current and potential providers are aware of NDIS business opportunities.
- new providers enter the disability services market.

- diverse providers have increased capacity and capability to deliver quality disability supports that participants want and need.
 - providers are able to operate viable business models in the market.
 - new partnerships and collaborative approaches, including between providers and participant groups, are established.
- 2. Workforce: increased number and capability of NDIS workers.**
- workers and jobseekers are aware of NDIS employment opportunities.
 - providers are able to fill vacancies with suitable employees.
 - workers enter and maintain employment in the NDIS.
 - workers have increased skills to deliver quality services.
- 3. Participants: increased capacity of NDIS participants to influence the market.**
- participants have increased capacity to drive market and workforce growth to meet their needs.
 - participants are better connected or matched to providers and the workforce.
- 4. Target markets: development of under-supplied markets – by region, participant cohort, or support type.**
- participants in rural, regional and remote areas have access to appropriate supports.
 - participants in Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) communities are aware of and have access to culturally appropriate supports.
 - new delivery models in rural, regional & remote areas are developed and tested.
 - new delivery models in Aboriginal and Torres Strait Islander communities are developed and tested.
- 5. Evidence: increasing the evidence base for market and workforce growth.**
- evidence base for market and workforce growth is increased.
- 6. WA transition: transition support grows the NDIS provider market and workforce in WA.**
- market and workforce growth in Western Australia (WA) is supported through projects assisting the transition of the WA disability services sector to the NDIS (WA is entering the NDIS later than other states and territories).

2. Grant amount

The Australian Government has announced a total of \$45.6 million over three years for the JMF. A total of \$6 million to \$10 million for up to two years (from date of grant agreement) is available for the JMF Round 1 Grant Opportunity.

There is no maximum amount that may be applied for; however, grants cannot exceed \$10 million, which is the total available. There is a minimum grant amount of \$50,000. It is anticipated that most grants will be between \$100,000 - \$1 million (GST exclusive), depending on the scope of the grant activity and its complexity.

3. Grant eligibility criteria

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

The Delegate can choose to waive the eligibility criteria, however they must be aware of and accept the risks.

3.1 Who is eligible to apply for a grant?

3.1.1 Legal entities

To be eligible you **must** be one of the following entity types:

- Indigenous Corporation
- Company
- Local Government
- Cooperative
- Incorporated Association
- Sole Trader
- Statutory Entity
- Partnership¹
- Trustee on behalf of a Trust².

3.1.2 Non-legal entities

Certain non-legal entity type/s can be considered eligible for the NDIS JMF Round 1. The relevant Delegate must approve their inclusion or agree that a parent organisation may sponsor the application to this grant opportunity.

The following non-legal entity type may be eligible for this grant opportunity:

- Unincorporated Association.

3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- Person
- International Entity

¹ Partnership – the individual partners will enter into an agreement with the Department. A Partnership Agreement or a list of all individual Partner/s of the Partnership may be requested

² Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply with providing the signed Trust Deed and any subsequent variations with the Application Form (refer Attachments Section)

- A State or Territory Government; or an
- Overseas resident
- 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

Please Note: The above list is not definitive. If your entity type is not listed in 3.1.1 above you are not eligible to apply.

3.3 Additional eligibility requirements

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

- have an Australian Business Number (ABN), or be willing to obtain one prior to the execution of the Grant Agreement; and
- have an account with an Australian financial institution.

Applications from consortia are encouraged, as long as you have a lead applicant who is the main driver of the project and is eligible as listed at Section 3.1 above³.

3.4 What qualifications or skills are required?

If you accept a grant offer, you will need to make sure that staff working on the grant activity maintain compliance with appropriate regulatory requirements applicable to the activity.

4. Eligible grant activities

4.1 What can the grant money be used for?

The funding may only be used for projects and activities that grow the NDIS provider market and workforce in capacity (including number and geographic spread) and capability, excluding activities listed at Section 4.2.

The activities must provide collective benefit to the NDIS market and workforce generally, or sub-markets (by support type, participant type, or geography), or multiple providers. Collaboration and partnership, including with participants or participant representative

³ The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. Consortia are eligible to apply and the relevant conditions applicable to consortia are at 7.5 'Grant Applications from Consortia'. The lead applicants must have legal entity status.

organisations, is encouraged. Applicants must be able to demonstrate that the benefits of the project will flow to other providers and/or the NDIS market(s) or workforce more broadly.

Activities should be designed to meet the Grant Opportunity outcome areas and outcomes at Section 1.4, or otherwise show how the activity will grow the NDIS provider market and workforce.

Activities may include, but are not limited to, the following:

- developing and disseminating practical information and resources to assist providers, participants and/or the workforce to understand NDIS opportunities and increase their capability;
- developing new ways of delivering services to NDIS participants in rural and remote areas and Indigenous communities, including pilot projects;
- supporting Aboriginal and Torres Strait Islander organisations to provide NDIS services, including pilot projects;
- supporting organisations to provide culturally appropriate resources or supports to culturally and linguistically diverse participants;
- changing perceptions about working in the disability sector and mobilising workers to enter the NDIS workforce;
- increasing the capability of the NDIS workforce to deliver quality supports;
- building the capacity of NDIS participants as consumers, and engaging participants in provider business model development;
- initiatives to support partnerships, collaboration and coordination between providers, participants and communities;
- initiatives to promote new or innovative provider business types and models, including pilot projects;
- activities to support or encourage investment in NDIS services and service providers;
- research and scoping studies that build the evidence base on provider and workforce growth;
- developing innovative tools and mechanisms to assist matching of participants, providers and workers;
- information and programs that link potential workers with NDIS career opportunities;
- co-development of a project – consultative processes with relevant stakeholders to refine and optimise project design;
- other activities that contribute to the growth of the NDIS provider market and workforce in capacity and capability.

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

4.2 What the grant money cannot be used for?

You cannot use the grant for the following activities:

- activities benefiting only a single organisation (activities must also provide collective benefit to other providers, the sector, sub-sector or workforce more broadly);
- purchase of land;
- major capital expenditure;
- 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 wages, electricity, phone and rent not directly related to the project being delivered as part of the grant agreement;
- major construction/capital works; and
- overseas travel.

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; and
- whether it provides value for money.

5.1 Financial Viability

Grant applicants may be subject to a financial viability assessment. The financial viability assessment forms part of the risk mitigation strategy and can include:

1. Establishing whether relevant persons have any adverse business history (for example current or past bankruptcy)
2. Assessment of the financial health of an entity.

6. The assessment criteria

You will need to address all of the following assessment criteria in your application. We will judge your application based on the weighting given to each criterion.

Criterion 1: Demonstrate the need for the particular grant activity in the NDIS market and/or workforce.

In providing a response to this criterion you should:

- identify the JMF outcome area the proposed activity primarily addresses;
- describe the need for the particular grant activity in the NDIS market – or particular market, sub-market or region – and/or workforce; and
- demonstrate your understanding of the NDIS, NDIS participants and their needs, and the NDIS market and workforce.

Criterion 2: Demonstrate how the grant activity will contribute to the objectives and outcomes of the grant opportunity, and the expected extent of the impact.

In providing a response to this criterion you must include, but are not limited to:

- describe the activity and provide information demonstrating its expected outputs and how these will contribute to improved market and workforce outcomes;
- describe who will benefit from the activity and how the activity will benefit other providers and/or the sector, relevant sub-sector or workforce more broadly;
- describe how you will engage with other NDIS stakeholders – including participants and participant representative organisations, and local communities or other providers – to meet the needs of participants and maximise project outcomes; and
- describe how you will evaluate outcomes of the project and disseminate project findings and/or resources.

Criterion 3: Demonstrate your capability and capacity to undertake the grant activity

In providing a response to this criterion you must demonstrate:

- your experience in delivering projects to develop the disability services sector, workforce or the capacity of people with disability to act as consumers;
- your project management capability, including the number of key staff who will manage and/or deliver the activity and their relevant experience, skills and qualifications; and
- your proposed governance structure, management (including risk management), financial and administration systems you will use to support the administration and delivery of the activity.

Criteria 1 and 3 are weighted at 25 per cent of the total score; Criterion 2 is weighted at 50 per cent.

The application form includes word limits.

7. The grant application process

7.1 Overview of application process

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

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.

An applicant may submit more than one application providing the project and activities target different elements of the JMF or build upon previous projects and activities.

If an applicant submits more than one application for the same project and activities, the latest accepted application would be progressed. Please keep a copy of your application and any supporting papers.

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.

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^[1] 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 expected commencement date for the granting activities is May-June 2019 and the expected completion date is one or two years from the date of the grant agreement. You must spend the grant by the end date.

^[1] This may be the Hub delegate or nominated staff member of the client agency at the EL2 level or above.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 22/11/2018 Close: 2:00pm AEDT 17/01/2019 (8 weeks)
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	05/2019
End date	Subject to individual grant agreements

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.

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 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:

- a project proposal, including description of the proposed activity, resourcing, justification for grant amount, and outline of plan for project and risk management.

- project budget – a template is provided for your use in the grant opportunity documents.
- If applying for more than \$100,000 copies of the two most recent audited financial statements, or annual financial statements if your organisation is exempted by law from the need to provide audited statements.
- If applying for \$100,000 or less complete the declaration not required to provide financial statements template provided in the Grant Opportunity Documents.

If applying as a Trustee on behalf of a Trust, the signed Trust Deed and any subsequent variations

Your supporting documentation should be attached to the application form. There will be instructions in the application form to help you.

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 who are 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. The Community Grants Hub will respond to emailed questions within five working days.

Answers to questions may be posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5.00pm AEDT on 10/01/2019. 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 insufficient suitable applications to meet program objectives, the Department of Social Services may approach organisations directly and invite them to apply through a direct selection process.

Additional grant opportunities will be available during the period 2018-19 to 2020-21. More information about these grant opportunities will become available at a later date through GrantConnect and the Community Grants Hub websites.

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 Department of Social Services officials, will then review all ranked applications to inform the final recommendations for funding.

The Selection Advisory Panel will make recommendations having regard to:

- overall objectives for the grant activity;
- conformance with eligibility criteria;
- distribution of providers across all locations;
- how the services and/or project will be delivered;
- existing and/or potential market failure;
- value for money; and
- (if known) minimise possible 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 Selection Advisory 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 Department of Social Services delegate. The delegate will make the final decision to approve a grant.

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

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

The delegate must not approve funding if they reasonably consider 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 delegate. If you are successful, you will also be advised about 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 assessment process and the main strengths and areas for improving their applications.

Individual feedback will not be provided for this grant opportunity.

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 the Department of Social Services. The Department of Social Services will use a Whole of Government Grant Agreement Terms and Conditions (either a Commonwealth Standard or Simple Grant Agreement), depending on suitability to the Activity and Organisations to be funded. 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:

- complete regular performance reports
- provide a financial acquittal of the grant funds
- complete a risk analysis for the project and actively manage the risks identified
- develop a monitoring and evaluation plan for the project
- participate in the final program evaluation, and any interim evaluations

The Department of Social Services will negotiate agreements with successful applicants by 30 June 2019. 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, the Department of Social Services 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 How the grant will be paid

The grant agreement will state the maximum grant amount to be paid.

Grant funding will be paid as you achieve agreed milestones.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments progressively based on your progress reports and your eligible expenditure.

Up to twenty per cent of the total grant funding may be set aside for the final payment. We will pay this when you submit a satisfactory final report. We may need to adjust your progress payments to ensure that a minimum per cent of grant funding is retained for final payment.

10.3 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.

10.4 Grant agreement variations

We recognise that unexpected events may affect the progress of a project. In these circumstances, you can request a project variation, including:

- changing project milestones; and/or
- extending the timeframe for completing the project but within the 2018-19 to 2020-21 period.

If you want to propose changes to the grant agreement, you must put them in writing before the grant agreement end date. Contact your Funding Arrangement Manager for further information. We will not consider changes after the grant agreement end date.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome;
- consistency with the program policy objective and any relevant policies of the department;
- changes to the timing of grant payments; and
- availability of program funds.

11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) 21 calendar days after the date of effect as required by Section 5.3 of the *CGRGs*.

12. Delivery of grant activities

12.1 Your responsibilities

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

- progress against agreed project milestones;
- contributions of participants directly related to the project;
- eligible expenditure of grant funds; and
- any evidence of outcomes of the grant activity.

You will be responsible for:

- 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; and
- participating in a grant program evaluation as specified in the grant agreement.

12.2 The Department of Social Services responsibilities

The Department of Social Services will:

- meet the terms and conditions set out in the grant agreement
- provide timely administration of the grant

- evaluate the grantee's performance (in addition to evaluation of the grant activity by the grantee).

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

12.3 Grant payments and GST

Payments will be made as set out in the grant agreement. 'Payments will be GST Exclusive'.

A first payment will be made once the grant agreement is signed by the Commonwealth.

Before any other payments are made, you must provide:

- a tax invoice for the amount of the payment (the Australian Government's default invoice process is Recipient Created Tax Invoices);
- evidence that you have achieved the associated milestone; and
- any other conditions of payment (e.g. evidence of purchase of equipment, satisfactory progress report, approvals, and any other documentation).

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

Jobs and Market Fund grant recipients 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.

12.5 Evaluation

The Department of Social Services will evaluate the grant program to measure how well the outcomes and objectives have been achieved. This will be in addition to evaluation by you of the grant activity and the achievement of its objectives and outcomes.

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

Your performance against the grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager assigned by the Department of Social Services. The Funding Arrangement Manager will ensure all milestones recorded in your grant agreement are met.

Your grant agreement requires you to provide information to help with this evaluation.

12.6 Acknowledgement

All publications related to grants under the Program must acknowledge the Commonwealth as follows:

'This activity received grant funding from the Australian Government.'

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.

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 CGRGs.

Note: These guidelines may be changed from time-to-time by the Department of Social Services. When this happens the revised guidelines will be published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

13.1 Complaints process

Complaints about the Program

The Department of Social Services Complaints Procedure apply to complaints about the Program. All complaints about the program, including grant decisions, must be lodged in writing.

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

Complaints about the 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 Department's website or 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 Department of Social Services 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 Department of Social Services.

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 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 Department of Social Services 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;
- has a 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
- has a 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 the Department of Social Services 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 Selection Advisory 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 grant recipients 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; and
- 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'll 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
 Department of Social Services
 Government and Executive Services Branch
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. Consultation

The JMF design is based on a review of the Sector Development Fund, detailed analysis of NDIS market and workforce needs, and targeted stakeholder engagement. Stakeholders have been drawn from disability services industry and consumer peak organisations, Commonwealth agencies and state and territory governments. Participation has included stakeholder forums, survey, individual interviews and case studies.

15. Glossary

Term	Definition
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.
consumer	A person who purchases goods and services for personal use.
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.
delegate	The delegate for the purpose of this grant opportunity may be the Minister for Families and Social Services or an authorised officer of the Department of Social Services.
disability services market	A collection of providers offering products and services to people with disability.
double dipping	Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.

Term	Definition
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.
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.
market	A collection of providers offering products and services to purchasers.
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
provider	An organisation or sole trader that provides supports or services to NDIS participants in accordance with their NDIS plan.

Term	Definition
registered provider	A disability support provider that has been registered to provide services to NDIS participants, including Agency-managed participants.
sector	The organisations and companies providing disability support services and the peak bodies that represent them.
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.
NDIS market	A collection of providers offering products and services to NDIS participants.
NDIS participant	A person who meets the NDIS access requirements.
NDIS workforce	People working to provide supports or services to NDIS participants.