

Saluting Their Service Commemorations Program
Major Commemorative Grants
Opportunity Guidelines

Opening date:	6 November 2018
Closing date and time:	2.00 pm AEDT 10 January 2019
Commonwealth policy entity:	Department of Veterans' Affairs
Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: support@communitygrants.gov.au
Date guidelines released:	6 November 2018
Type of grant opportunity:	Open competitive

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1. *Saluting Their Service* Commemorations Program: Major Commemorative Grants Opportunity Processes

The Program is designed to achieve Australian Government objectives

This grant opportunity is a category of the *Saluting Their Service* program which supports the Australian Government's commitment to acknowledging and commemorating those who served Australia and its allies in wars, conflicts and peace operations. The Department of Veterans' Affairs (DVA) works with stakeholders to plan and design the grant program according to the [*Commonwealth Grants Rules and Guidelines*](#).



The grant opportunity opens

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



You complete and submit a grant application

You must read these grant guidelines before you submit your application. These guidelines can be found on [GrantConnect](#), the Australian Government's whole-of-government grants information system, and the [Hub](#) website. 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.



The Hub assesses all grant applications

The Hub will assess applications against eligibility criteria and will notify you if you are not eligible. If eligible, the Hub will then assesses your application taking into account the assessment criteria including an overall consideration of value for money and compare it to other applications.



DVA make grant recommendations

An expert panel, consisting of members from the Commemorations Grants Advisory Committee (CGAC)¹ will provide advice to the Minister of Veterans' Affairs on the merits of each application.



¹ See Glossary

Grant Decisions are made

The Minister for Veterans' Affairs decides which grant applications are successful.



The Hub will notify you of the outcome

The Hub will advise you of the outcome of your application in writing. The Hub may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



The Hub will enter into a grant agreement

The Hub, on behalf of DVA will enter into a grant agreement or letter of 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. The Hub manages the grant by working with you, monitoring your progress and making payments.



Evaluation of the *Saluting Their Service* commemorations program

DVA will evaluate the specific grant activity and *Saluting Their Service* program 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 Hub on behalf of the Department of Veterans' Affairs (DVA) under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

1.2 About the grant program

The *Saluting Their Service* Commemorations Program (the Program) is designed to preserve Australia's wartime heritage and to involve people throughout the nation in a wide range of projects and activities that highlight the service and sacrifice of Australia's service personnel in wars, conflicts and peace operations, and promote appreciation and understanding of the role that those who served have played in shaping the nation.

The objectives of the Program are to acknowledge and commemorate those who served Australia and its allies in wars, conflicts and peace operations. The Major Commemorative Grants category of the program is available to fund commemorative projects that have a national, state or territory focus.

The Program will be administered according to the [Commonwealth Grants Rules and Guidelines \(CGRGS\)](#).

1.3 About the Grant Opportunity

These guidelines contain information about the Major Commemorative Grants (MCG) opportunity.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- 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

The expected outcomes of MCG are to involve people throughout the nation in a wide range of programs and activities that highlight the service and sacrifice of Australia's service personnel in wars, conflicts and peace operations and promote appreciation and understanding of the roles that those who served have played in shaping the nation.

2. Grant amount

There is no minimum or maximum grant amount; however grants are usually over \$4,000.

3. Grant eligibility criteria

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

3.1 Who is eligible to apply for a grant?

There are three applicant types:

- An entity applying for funding in its own right
- An entity applying as a sponsor on behalf of an individual or ineligible organisation
- An entity applying as the lead agency of a consortium

Depending on the applicant type you can apply for grants under \$10,000 or over \$10,000.

If you are one of the following applicant types, you can apply for grants under \$10,000

- An entity applying for funding in its own right
- An entity applying as a sponsor on behalf of an individual or ineligible organisation
- An entity applying as the lead agency of a consortium

To be eligible, you must be one of the following entity types as stated in the dropdown list in the Application form:

- Company
- Cooperative
- Indigenous corporation
- Incorporated association
- Local government
- State/Territory Government entity
- Statutory entity
- Trustee on behalf of a Trust²
- Unincorporated Entity

If you are one of the following applicant types, you can apply for grants \$10,000 and over

- An entity applying for funding in its own right
- An entity applying as a sponsor on behalf of an individual or ineligible organisation
- An entity applying as the lead agency of a consortium

To be eligible you must be incorporated and one of the following entity types as stated in the dropdown list in the Application form:

- Company
- Cooperative
- Indigenous corporation
- Incorporated association
- Local government
- State/Territory Government entity
- Statutory entity
- Trustee on behalf of a Trust

Applications from consortia are acceptable, provided you have a lead applicant who is the main driver of the project and is eligible as per the list above (refer to section 7.5³).

Responsibilities of a Sponsor

The sponsor's responsibilities are to:

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)

³ The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. The lead applicant must have legal entity status.

- bear executive management responsibility and be accountable to DVA for the appropriate use of grant funds by the sponsored organisation in accordance with the terms of the grant;
- provide a letter of declaration confirming sponsorship – completed by the sponsored individual or ineligible organisation on the template provided in the Grant Opportunity Documents
- take responsibility for the receipt and distribution of grant funds
- take responsibility for the collection, collation and provision of all audit, reporting and acquittal documentation for the grant

The sponsoring applicant must submit a separate grant application for each sponsored individual or ineligible organisation.

3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- Partnership
- Sole Trader
- a person applying in their own right
- International Entity
- an overseas resident
- a political party
- an organisation that has any outstanding acquittals for any previous DVA funding (if applicable)

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

4. Eligible grant activities

4.1 What can the grant money be used for?

To be eligible your project must be significant, from a national, state or territory perspective and contribute to Australia's understanding of its wartime heritage and honour the service and sacrifice of its service personnel. For a project to be considered significant, its focus should be wider than the local community and be available to a larger audience.

The list below provides a guide to eligible grant projects:

- New national / state / territory or otherwise significant war memorials where none exists and where the new memorial will be the focus of commemoration.

- New honour boards/rolls or plaques
- The restoration of existing national / state / territory or otherwise significant war memorials
- Significant (national / state / territory level) commemorative events (The event should be held within one month of the anniversary being commemorated)
- Nationally significant cultural and educational projects with a military heritage focus and that add to the sum of knowledge on a particular topic or which provide access to information about Australia's wartime heritage to a national / state / territory audience

The grant can be used to pay for the following, but is not limited to:

- Audio and visual equipment hire
- Display cabinets for the display of wartime memorabilia
- Equipment hire (i.e. chairs, marquee, PA system) Note: For commemorative events only
- Flagpole (one only) where none already exists – Supply and Installation, to fly the Australian National Flag on days of commemoration. Note: Maximum available amount for this item is \$1,500
- Flagpole (one only) where none already exists – Supply only, to fly the Australian National Flag on days of commemoration. Note: Maximum available amount for this item is \$1,000
- Honour boards / rolls new or restoration of (including digital honour boards / rolls)
- Interpretive signage (i.e. description of memorabilia on display)
- Landscaping / Gardening (i.e. trees, shrubs, paving). Note: Must be within the immediate surrounds of memorials only
- Lighting (i.e. for display cabinets, cenotaphs, memorial security lighting)
- Memorials, cenotaphs & plinths (new and restoration of)
- Monuments and Statues
- Plaques (new and restoration of)
- Printing of commemorative booklets / orders of service
- Publishing and editing costs
- Research expenses (*i.e. photocopying, postage, the purchase of photographs from Australian War Memorial etc providing that the research expenses are not the majority of the costs of the project*)
- Venue hire
- Wreaths (maximum of two). Note: limit of \$100 per wreath

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:

- Projects of a commercial nature/projects for profit
- Projects undertaken outside of Australia
- Projects exclusively commemorating animals
- Projects commemorating individuals
- Projects commemorating the post war deaths of service personnel
- Sporting events
- Recurring events / activities e.g. Anzac Day, Remembrance Day, Vietnam Veterans' Day, National Service Day except where the event relates to a significant anniversary

Expenditure items that are not eligible include:

- Capital expenditure for the purchase of assets such as office furniture and equipment, motor vehicles, computers, printers or photocopiers
- Construction of or fit out, alterations and/or extensions to premises including museums, memorial halls and sporting facilities
- Salaries/wages
- Costs incurred in the preparation of a grant application or related documentation
- Council approval costs
- Educational materials where DVA already provides similar resources for schools
- Entertainment not of a commemorative nature
- Fireworks
- General ongoing administration costs of an organisation such as electricity, phone and rent
- Ongoing expenditure (*e.g. website hosting, memorial maintenance*)
- Catering and refreshments
- Eligible items already purchased or ordered
- Events to mark training, enlistment or graduation
- Events to mark the formation or anniversaries of associations or ex-service organisations
- Honour boards or plaques acknowledging membership or service of an ex-service organisation
- Memorabilia (*purchase of*)
- Military hardware (*purchase of*)
- Restoration of graves
- Scholarships
- Subscriptions (*e.g. journals*)
- Travel – international and domestic. **Note:** includes hire of vehicles, fuel and accommodation

- Trophies, prizes, awards, gifts and medallions

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 assessment criteria set out below and against other applications. Your application will be considered based on:

- how well it meets the criteria
- how it compares to other eligible applications and
- whether it provides value for money

6. The assessment criteria

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

Criterion 1: Demonstrate the significance of the organisation’s project and outline how the project will contribute to Australia’s understanding of its wartime heritage and honour the service and sacrifice of its service personnel.

Applicants should:

- Outline the significance of the organisation’s project from a national, state or territory perspective
- Explain how the organisation’s project will contribute to Australia’s understanding of its wartime heritage
- Outline how the organisation’s project will honour the service and sacrifice of its service personnel

Criterion 2: Demonstrate the organisation’s capability to successfully deliver the project on time and within budget.

Applicants should:

- Use examples to describe your organisation’s experience with developing and implementing the proposed (or similar) project
- Explain the relevant experience and qualifications held by key personnel and their role in managing the project

Criterion 3: Demonstrate Stakeholder Engagement

Applicants should:

- Identify and describe the involvement of key stakeholders in the proposed project
- Demonstrate community and/or stakeholder support for your project
- Demonstrate the organisation's working relationships with local community organisations and resources, and explain how these working relationships will improve your organisation's delivery of the project
- Demonstrate any financial or in kind contributions which are also indicative that support for the project exists

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 grant agreement terms and conditions 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. Please complete each section of the application form and make sure you provide the information we have requested.

Please keep a copy of your application and any supporting papers.

7.2 Application process timing

The application period for this grant opportunity will open on 6 November 2018 and close on 10 January 2019. Applicants must submit their application between the published opening and closing dates and times.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 6 November 2018 Close: 2.00pm AEDT 10 January 2019
Assessment of applications	6-8 weeks
Approval of outcomes of selection process	5-7 weeks
Negotiations and award of grant agreements	6-8 weeks

Activity	Timeframe
Notification to unsuccessful applicants	2 weeks
Activity commences	June 2019
End date	As stated in your grant agreement, if successful.

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 representative⁴ 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.

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.

⁴ This may be the Hub delegate or nominated staff member of the client agency at the EL2 level or above.

The 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 and accurate and submitted in accordance with these Guidelines.

If you find a mistake in your application after it has been submitted, you should contact the Hub by phone on 1800 020 283 or by email at support@communitygrants.gov.au straight away.

The Hub may ask you for more information, as long as it does not change the substance of your application. The Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

Please note the requirements specific to each applicant type:

Applicant in your own right

If you are applying in your own right you can also apply as a sponsoring applicant. The same application form can be used for either type of application, you just need to nominate in what capacity you are applying. A separate form is required for each type of application.

Sponsoring Applicant

If you are applying as a sponsoring applicant, you can also apply as an applicant in your own right.

The sponsoring applicant must submit a separate grant application for each sponsored individual or ineligible organisation.

Your application must include a Letter of Declaration confirming sponsorship – completed by the sponsored individual or ineligible organisation on the template provided in the Grant Opportunity Documents, which are available on the [GrantConnect](#) and [Community Grants Hub](#) websites.

7.4 Attachments to the application

The following documents must be included with your application:

- quote for each item you are seeking funding for
- two most recent sets of financial statements, inclusive of profit and Loss Statement and Balance Sheet (preferably audited), if applying for funding \$100,000 and over
- a content outline and sample chapter, if your project is for publication
- If applying as a sponsor, Letter of Declaration confirming sponsorship – completed by the sponsored individual or ineligible organisation on the template provided in the Grant Opportunity Documents

If applying as a Trustee on behalf of a Trust, a signed Trust Deed and any subsequent variations must be provided.

Your supporting documentation should be attached to the application form. There will be instructions in the application form to help you. Only attach the documents you have been asked to include. If the selection process identifies errors in your attachment, you may be contacted to correct or explain the information.

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 businesses 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 Hub on 1800 020 283 or email to support@communitygrants.gov.au. The Hub will respond to emailed questions within five working days.

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

The question period will close at 5.00pm AEDT 3 January 2019. Following this time, only questions relating to using and/or submitting the application form will be answered.

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 (Commemorations Grants Advisory Committee) chaired by the Repatriation Commissioner and comprising representatives from the Returned and Services League of Australia, the Australian Local Government Association, the Australian War Memorial and DVA will then review all applications to inform the final recommendations for funding.

The Selection Advisory Panel will make recommendations having regards to:

- overall objectives for each Program
- conformance with eligibility criteria
- how the project and/or activity will be delivered
- value for money

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 Commemorations Grants Advisory Committee, through DVA will make recommendations to the Minister for Veterans' Affairs through a briefing process. The Minister for Veterans' Affairs will make the final decision to approve a grant.

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

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

The Minister will not approve funding if it is reasonably considered that the program funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

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

9. Notification of application outcomes

You will be advised of the outcome of your application in writing, following a decision by the Minister for Veterans' Affairs. 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 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.

10. Successful grant applications

10.1 The grant agreement

If you are successful, you must enter into a legally binding grant agreement with the Commonwealth as represented by the DVA. The DVA will use either a Whole of Government Grant Agreement Terms and Conditions (Commonwealth Standard or Simple Grant Agreement), depending suitability to the Activity and Organisations to be funded.

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.

Grant funds must be spent in accordance with the conditions of the Grant Agreement. Approval for any change to the project or expenditure of grant funds must be sought from the DVA in writing, and approval received before any changes are implemented.

Successful applicants are required to record and maintain information supporting the appropriate use and expenditure of the funds. Unspent grant funds must be returned to the DVA at the end of the project period.

You will be required to deliver the project and meet the performance reporting and financial acquittal requirements outlined in your grant agreement.

Organisations that are successful in obtaining grant funding must agree to the disclosure of their name and details of the project, as required under Commonwealth Government grant publication requirements. These details will be available on the GrantConnect and/or DVA website for at least two years, and will be included in media releases and letters announcing the grant to Members of the Parliament of Australia. They will also be made available to the Australian National Audit Office and as required to meet Government accountability requirements.

Where a grantee fails to meet the obligations of the grant agreement, the Hub on behalf of the DVA may withhold grant funding and/or terminate a grant agreement.

10.2 How the grant will be paid

Approved funds will be paid to successful applicants within four weeks of the receipt of a completed Grant Agreement and relevant bank account details. Depending on the value and or risk associated with a proposal, DVA may choose to fund the proposal through progressive payments to the successful organisation/s.

The Grant Agreement will state the amount to be paid to your organisation in a lump sum, unless otherwise specified.

11. Announcement of grants

If successful, your grant will be listed on the GrantConnect within 21 calendar days after the date of effect as required by Section 5.3 of the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

12. Delivery of grant activities

12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will provide sample templates for these reports in the grant agreement.

We will expect you to report on:

- progress against agreed project milestones
- contributions of participants directly related to the project
- eligible expenditure of grant funds

You will also 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
- participating in a grant program evaluation as specified in the grant agreement

12.2 The Community Grant Hub's responsibilities

The Hub will:

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

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

Grants provided by DVA under the MCGs are financial assistance payments. As such, MCGs are provided on a GST exclusive basis and there is no GST liability arising for successful applicants in receipt of a MCG because there is no taxable supply made by the Grantee to

DVA. This means that, if your organisation is registered for GST, your organisation does not need to remit any GST to the Australian Tax Office (ATO) as the MCG you receive from DVA is not a consideration for a taxable supply.

If you have any queries in relation to the transactions you enter into with third parties as a result of a grant received under MCG, you may wish to speak with the ATO or your financial 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

All funded projects will be subject to financial and performance reporting requirements and meeting specified milestones. Grantees will need to keep records of project activities and monitor project progress, expenditure and the project's results. This information will help grantees to report on and evaluate the success of their project.

It is anticipated that into the future grantees will have systems and processes 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 if applicable, entered directly into the department's chosen performance reporting solution. An example of one of the possible reporting solution options is the Data Exchange, however other reporting options may be determined to be applicable for this purpose. Example protocol information on the Data Exchange can be found on the [Department of Social Services website](#).

12.5 Evaluation

The DVA will evaluate the MCG Program to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

12.6 Acknowledgement

If you make a public statement about a project funded under the Program, we require you to acknowledge the grant by using the following:

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

Successful applicants will appropriately acknowledge the Australian Government's financial contribution to the project or activity, e.g. through recognition of the grant by a statement placed on the successful applicant's website or in its newsletter. Prior written approval must be obtained before using the Commonwealth's Coat of Arms, DVA branding or trademarks.

13. Probity

The Australian Government will make sure that the program process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

Note: These guidelines may be changed from time-to-time by DVA. 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 Veterans' Affairs Feedback Management Policy](#) applies 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 DVA.Grants.Processing.Team@dva.gov.au

Complaints about the Process

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

Details of what constitutes an eligible complaint can be provided upon request by the 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 DVA or the Hub 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 DVA or the Hub.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: [Commonwealth Ombudsman](#)

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 DVA and the 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 relationship with, 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 Hub in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The chair of the Expert Panel will be made aware of any conflicts of interest and will handle them as set out in Australian Government policies and procedures. Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13(7)) of the *Public Service Act 1999*. We publish our conflict of interest policy available on the [Community Grant Hub](#) website.

13.3 Privacy: confidentiality and protection of personal information

We treat your personal information according to the 13 Australian Privacy Principles and the *Privacy Act 1988*. This includes letting you know:

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

You are required, as part of your application, to declare your ability to comply with the *Privacy Act 1988*, including the Australian Privacy Principles and impose the same privacy obligations on any subcontractors you engage to assist with the activity. You must ask for the Australian Government's consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information about grant applicants and grantees under the Program in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We may reveal confidential information to:

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

We may share the information you give us with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *Public Governance, Performance and Accountability Act*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995*

We'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
 The Department of Social Services
 Public Law Branch
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. 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.
Commemorations Grants Advisory Committee	Comprises representatives from the Repatriation Commission, Returned Services League of Australia, the Australian Local Government, the Australian War Memorial and DVA.
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.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grantees is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.

Term	Definition
grant	<p>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 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	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grantees to allow grantees to engage more easily and efficiently with the Commonwealth.
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.
PBS Program	Described within the entity's Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities
selection criteria	Comprise eligibility criteria and assessment criteria.

Term	Definition
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.