



Australian Government

**Community
Grants Hub**
Improving your grant experience



Integrated Carer Support Service: Carer Gateway regional delivery partners (RDP) Grant Opportunity

Questions and Answers

1. Grant application timing

The application period will be open from 16 November 2018 until 14 February 2019.

The Application Form must be submitted by 5.00pm Canberra local time (AEDT) on Thursday, 14 February 2019. It is recommended that you submit your application well before the closing time.

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

No, extensions will not be granted. If an application is late, or the Hub is asked to approve a lodgement after the closing date, the [late application policy](#) will apply.

3. How much funding is available for the Integrated Carer Support Service (ICSS)?

The Grant Opportunity Guidelines, Section 2. 'Grant Amount' provides details on the exact funding amount for RDPs over the period of the grant.

4. When will I know the outcome of my application?

You will be notified of your application outcome at the end of the selection process. For probity reasons, and to ensure equitable treatment of all applicants, it is not possible to provide information about the status of individual applications during the assessment process.

5. How can I submit the Application Form?

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

6. What is the difference between a consortia and sub-contracting?

In this instance, a consortium comprises two or more organisations who work together formally to combine their capabilities, allowing them to perform the role of a Carer Gateway regional delivery partner. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. Consortia must be supported by a Memorandum of Understanding. In addition to the Memorandum of Understanding, the lead organisation will need to enter sub-contracting arrangements with their consortium partners.



7. Is forming consortia an essential requirement?

No. Applicants may be an individual organisation or they may have a consortia arrangement. Consortia are required to nominate a lead organisation.

8. Can organisations be part of more than one consortium? Leading in some? Participating in others?

Yes, organisations can participate in more than one consortium, either as a lead or participant. Noting that each consortia arrangement must have a formalised governance structure (through the use of a Memorandum of Understanding). The Memorandum of Understanding outlines the roles and responsibilities of each party, expertise, dispute resolution mechanisms as well as reporting and other governance controls.

9. Considering an applicant may participate in multiple consortia bids, will 'in-principle' memorandums of understanding suffice for the purpose of submitting the application, prior to signing a grant and commencing establishment.

No, each consortia must have a formalised governance structure, through the use of a Memorandum Of Understanding, which outlines the roles and responsibilities of each party, expertise, dispute resolution mechanisms as well as reporting and other governance controls. Grant applicants will be required to submit their Memorandum of Understanding and consortium member details as part of their grant application.

10. What is the allocated funding per service area?

The funding for each of the ICSS service areas is included at Section 2: 'Grant Amount' of the Grant Opportunity Guidelines.

11. What period does the ICSS funding cover and does this include the Carer Gateway as well as the digital services and the RDPs?

The \$493 million represents the allocated funding for Carer Gateway regional delivery partners (RDPs) over the five year grant period 2019-20 to 2023-24. This amount is just for the RDPs and does not include digital services or the Carer Gateway website.

12. What if calculation data (i.e. number of carers) is incorrect, and the number of Australian carers exceeds the amount for which the Carer Gateway regional delivery partners were originally funded?

The Carer Gateway regional delivery partners will need to prioritise the delivery of services, as part of the carer needs assessment and planning process. The Department of Social Services (DSS) will be monitoring and analysing data from the new ICSS model, and will be undertaking a formal evaluation of the program, which will provide an evidence base for any future changes to services.

13. Is it block funding or cost per service?

Carer Gateway regional delivery partners will receive block funding. Further details regarding funding of services are included in the Grant Opportunity Guidelines.



14. Is there capped funding for each of the services listed in the ICSS model?

No. Carer Gateway regional delivery partners are expected to deliver all service types, however, there is flexibility in how much funding is applied to each service. As part of the Grant Opportunity, applicants will need to set targets for the number of instances of services they will deliver.

15. Does the ICSS model include funding for carer advocacy activities?

Advocacy is not a specific funded service under the ICSS, however, Carer Gateway regional delivery partners will play a key role in providing carers with information on relevant organisations that provide carer advocacy.

16. What about residential respite bookings for carers?

The residential respite booking service is not an explicit feature of the ICSS model. Carer Gateway regional delivery partners will assist carers to access local supports and services and, if they see a need, they will work with local providers to undertake functions such as managing residential respite bookings.

17. What documents are available for the grant opportunity?

Grant Opportunity documentation includes the Grant Opportunity Guidelines, RDP Operating Model, Whole of Government Standard Grant Conditions and draft Standard Grant Agreement, Questions and Answers, the Application Form and Business Model, Establishment Plan and Referee templates for your use.

18. What about small providers who cannot apply for a whole area?

DSS has provided a platform which allows providers to share their contact details and register their interest in consortia participation. You may access the *Consortia Register of Interest* [here](#). For probity reasons, DSS cannot assist with the formation of consortia.

19. I am NOT a funded provider, can I still apply for the grant opportunity?

Yes. The Carer Gateway regional delivery partners will be selected through an open competitive grant process. DSS encourages all appropriate service providers to apply.

20. I am a 'for profit' organisation, can I apply to the grant opportunity?

Yes. The Carer Gateway regional delivery partners will be selected through an open competitive grant process.

21. Will overseas organisations be eligible to apply?

No, overseas organisations will not be eligible to apply to the grant opportunity.

22. Can I apply as an individual organisation and sub-contract to services?

Yes, however, Carer Gateway regional delivery partners will still be required to provide all of the services listed in the ICSS model. Approach to the delivery of services will be to the responsibility of the Carer Gateway regional delivery partners.

23. What software will the Carer Gateway regional delivery partners need?

Carer Gateway regional delivery partners will be required to provide their own business systems including a suitable Customer Relationship Management tool. Further detail is included in the grant opportunity documentation.



24. Can organisations co-brand their services?

No. Carer Gateway will be the brand for carer services.

25. Is there a specified administration component of the grant funding?

The Grant Opportunity Guidelines specifies both administrative and service costs across each year, for each service area. The administration component will represent the maximum amount the Department is looking to pay for administration costs.

26. How will appropriate funding amounts for each RDP be determined?

Funding for each service area has been calculated on estimates of the number of carers in the region (based on the ABS 2015 Survey of Disability, Ageing and Carers) and weighting for delivery of services in remote areas (using Accessibility/Remoteness Index of Australia scale used by the Australian Bureau of Statistics).

27. Will the grant funding include an allocation for establishment costs including technological infrastructure?

Establishment costs for the RDPs have been included in the first year of funding and will cover those activities required for an organisation to reach a state of operational readiness (i.e. set-up technological infrastructure).

28. How does the funding model account for ancillary activities, given that these are not direct service delivery and will require a workforce with different skill sets than that of direct service delivery?

The funding will be split into administration and service delivery costs. Ancillary activities will be accounted for under the administration costs associated with the grant.

29. Can you talk about whether there will be schedule of benchmark pricing for services?

The Grant Opportunity Guidelines requires applicants to provide an estimated number of service units and pricing based on a number of assumptions. However, it will not specify benchmark pricing.

30. The Western Australian service area is very large. Will funding reflect this?

Funding will take account of estimated carer population in each service area. To support the more remote service areas, different weighting will apply to the funding of remote, very remote, regional and metropolitan areas.

31. What is the term of the grant agreement?

The grant agreement will be for a five-year period – commencing from 1 July 2019. Noting this includes a three month establishment period between commencement in July 2019 and the services becoming fully operational in September 2019.

In regards to the terms of the agreement, the Department will be using the whole-of-government standard grant agreement. A draft of this agreement will be published with the grant opportunity documentation. The Department is not looking to enter into negotiations with providers on the grant, but rather leverage and use the standard grant



agreement used across government. The Department is also looking to ensure that the agreements in place are the same for each of the service areas.

32. Is the Department looking for a national provider or a range of smaller providers?

The Department does not have a preference for either. The focus will be on ensuring each service area receives appropriate services for the carer cohorts within each area.

33. For Western Australia, can an organisation have one RDP central hub but deliver over the state (economy of scale)?

The Department is interested in any approaches that achieve economies of scale, which means more funds can be directed towards direct service delivery. RDPs are encouraged, where they can, to leverage options such as the co-location of outlets to ensure there is service area coverage whilst minimising the costs associated with multiple, individual premises.

34. Can private/for profit entities apply for the grant opportunity

‘For profit’ and private organisations can apply to the grant opportunity.

35. Can profit /surplus be built into the costing?

Yes, noting that all aspects of pricing as part of the grant submission will need to be disclosed by the applicant, which will then be reviewed by the assessment panel.

36. Are Primary Health Networks (PHNs) eligible to bid?

Yes, PHNs are able to submit a grant opportunity application.

37. Is the use of brokers for respite considered sub contract relationships for the purpose of the grant application i.e. an organisation may utilise 150 providers over a wide region?

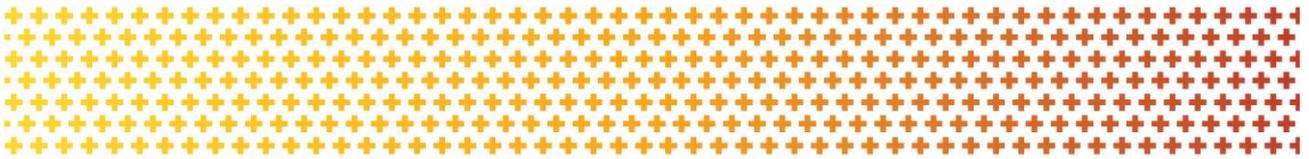
Yes, if there is a separate organisation that is being funded to deliver a service on behalf of the RDP, then this would be considered a sub contract relationship.

38. If I apply for more than one service area, how am I able to demonstrate efficiencies across more than 1 service area?

You need to submit an application form for each individual service area you are applying for. However, if you would like to demonstrate to the Department that you are able to achieve economies of scale through the operation of multiple service areas, then this information must be submitted as part of your response in the Business Model template. The template has an additional tab ([excel sheet](#)) for those organisations wanting to show any savings related to the delivery across multiple service areas. For example, there may be efficiencies to be gained in workforce establishment costs, or ongoing efficiencies in infrastructure costs.

39. Where should I go for further information?

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



Questions updated 6 December 2018

40. Could you please clarify the nine service types referred in the Business Model template?

The reference to “9 service types” in the Business Model template is an error. Cell I6 of the Business Model template should say, “the total number of units estimated across the 6 major service types” being:

- Carer support planning
- In-person counselling
- Carer coaching
- In-person peer support
- Carer directed support
- Emergency respite care.

Stakeholders should be aware all other ancillary activities described in Part 4 of the Grant Opportunity Guidelines should be budgeted for by way of administrative funds (i.e. Service area planning and outreach, establishment, transition, operating expenditure).

A revised version of the Business Model template will be available on the grant opportunity landing page.

41. 10 per cent innovation has been noted as acceptable. Is this 10 per cent of the service delivery funding?

Clause 4.1 of the Grant Opportunity Guidelines describes what the grant money can be used for. The description of ancillary activities states up to 10 per cent of the grant can be used to invest in continuous improvement activities (such as trialling new services that will contribute to the ICSS outcomes).

The 10 per cent is a reference to 10 per cent of the total grant money.

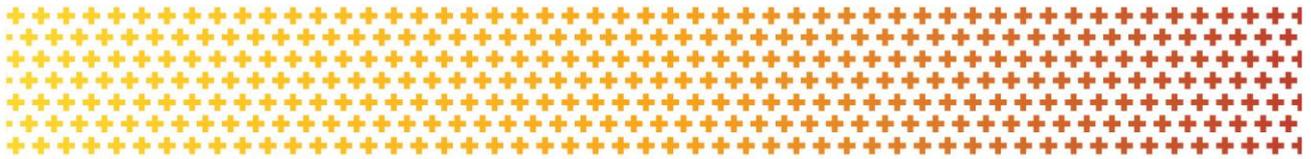
42. What is the minimum qualifications required of counsellors?

For clarification the Business Model template should read:

The counselling needs assessment and the counselling sessions must be conducted by counsellors that:

- are accredited within a relevant Australian professional association (ACA, PACFA or AASW)
- are a qualified counsellor, psychotherapist or social worker for relevant service modes (qualifications recognised in Australia)
- have minimum three years’ work experience in Australia.

A revised version of the Business Model template will be available on the grant opportunity landing page.



43. Could you please clarify what is intended by “In general, where RDPs need to broker services (through subcontracting arrangements) they should do so from organisations other than those managed by their own funding body”

It is best practice for organisations to broker services from parties that are not financially related to their organisation. In limited circumstances an organisation may seek permission from the department to broker services from service providers managed by their own funded organisation. RDPs will need to provide an explanation of the circumstances underpinning the request and details:

- why this is the most appropriate service for the carer
- why the brokerage of services is needed if the organisation is already receiving government funding
- if there would be any perception of bias and a result of the brokering of services.

44. Are organisations required to provide all of the services listed in 4.1 of the GOGs.

Yes organisations are required to provide all of the services listed in 4.1 of the Grant Opportunity Guidelines (whether directly, or brokered, or subcontracted).

45. Are organisations required to deliver services to all carers or if they can target a specific carer cohort.

The intent of the RDP Operating model is that all carers, as defined in the *Carer Recognition Act 2010*, may be eligible to access services. Services will need to be prioritised and delivered, based on the needs of carers. RDPs will be required to undertake service area mapping to identify the carer cohorts that exist within their designated service area. Vulnerable or high risk cohorts should be prioritised based on carer need.

Additional information on the target cohort for the delivery of RDP services is provided on page 31 of the RDP Operating Model (which is available on the grant opportunity landing page).

46. Are organisations required to deliver services in an entire designated service area.

Yes, organisations are required to deliver services across the entirety of their designated service area.

Additional information on the delivery of services within the carer gateway service areas is provided on page 18 of the RDP Operating Model (which is available on the grant opportunity landing page).
