



Package Assisting Small Exporters (PASE) PASE project grants Grant Opportunity Guidelines

Opening date:	17 December 2019
Closing date and time:	11.00PM AEDT on 28 February 2020
Commonwealth policy entity:	Department of Agriculture
Administering entity	Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (Option 1) Email: support@communitygrants.gov.au Questions should be sent no later than 5.00PM AEDT on 21 February 2020
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Package Assisting Small Exporters: project grant processes

The Package Assisting Small Exporters (the program) is designed to achieve Australian Government objectives

This grant opportunity delivers on a government election commitment (2019-20 Budget Measure – Enhancing Australia’s Agricultural Trade). The Department of Agriculture (the department) works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).



The grant opportunity opens

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



You complete and submit a grant application

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.



We assess all grant applications

We assess the applications against eligibility criteria and notify you if you are not eligible. If you are eligible, an Assessment Panel then assess your application against the assessment criteria including an overall consideration of value with money and compare it to other applications.



We make grant recommendations

We provide advice to the Minister for Agriculture on the merits of each application.



Grant decisions are made

The Minister of Agriculture decides which 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 enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and is proportional to the risks involved.



Delivery of grant

You undertake the grant project as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the program

We evaluate your specific grant project and the program as a whole. We base this on information you provide us and that we collect from various sources.

1. Introduction

These guidelines contain information about project grants funded under the Package Assisting Small Exporters (the program).

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the program/grant opportunity
- the eligibility and assessment criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- the responsibilities and expectations in relation to the opportunity

The Community Grants Hub and the Department of Agriculture (the department) will jointly administer this grant opportunity.

2 About the program

In 2013, the government established the Package Assisting Small Exporters (the program) to improve market access for small exporters in the dairy, fish, eggs, grain, plant, horticulture, meat and animal product industries. The program commenced in 2014-15 with approximately \$10 million available for funding projects that directly benefitted small exporters, particularly those that would improve market access for small exporters. A further \$0.45 million was made available from 2017–18 for distribution over the period 2017-18 to 2021-22.

In 2019, the government announced \$6.1 million over four years to extend the program to continue to support small exporters to overcome barriers to participation in the export sector. \$5 million is available for distribution over the period 2019-20 to 2022-23.

Under the program, grants are available to organisations and individuals for projects that support small exporters exporting dairy, fish, eggs, grain, plant, horticulture, meat and animal products, as defined in the *Export Control Act 1982* and its subordinate legislation. For the purposes of these grants, small exporters¹ are defined as having:

- annual revenues from export activities of less than \$10 million for each registered establishment
- less than \$20 million total revenue for both domestic and export activities

The objective of the program is:

- **to assist small exporters in the dairy, fish, eggs, grain, plant, horticulture, meat and animal product industries to overcome barriers to market access.**

The intended outcome of the program is:

- for small exporters (and potential small exporters) to increase their participation in the export sector

The Community Grants Hub and the department administer the program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).

¹ As defined by the Australian Bureau of Agricultural and Resource Economics and Sciences (ABARES).

2.1 About the grant opportunity

This grant opportunity was announced on 17 December 2019, and delivers on a 2019 election commitment.

The objective of the grant opportunity is:

- to fund projects which assist small agricultural exporters to overcome barriers to their participation in the export sector

Grant recipients will not be limited to small exporters, but projects must primarily be for the benefit of small exporters

The intended outcomes of the grant opportunity are:

- for small exporters to overcome barriers to their participation in overseas trade and commerce; and
- for small exporters to identify and make use of opportunities to participate in overseas trade and commerce

3 Grant amount and grant period

3.1 Grants available

The Australian Government announced a total of \$6.1 million (GST exclusive) over four years to extend the program. For this grant opportunity, a total of \$5 million (GST exclusive) grant funding is available over three years.

The grant opportunity will run from 1 June 2020 to 30 June 2023.

- There is no minimum or maximum grant amount but grants cannot exceed the amount of available funds

No additional grant funding will be available if a project comes in over budget. The successful grantee must manage this risk to ensure the grant activity is completed in full. If a project is not completed in accordance with the grant agreement, grant funds may need to be returned.

3.2 Project grant period

The maximum grant period is three years. On completion of the project, you will be required to maintain any records related to the project for five years.

You must complete your project by 30 June 2023. Following the grant period, an evaluation period of one year will commence.

4 Eligibility criteria

We cannot consider your application if you do not satisfy all the eligibility criteria. The decision maker can choose to waive the eligibility criteria, however they must be made aware of the risks.

4.1 Who is eligible to apply for a grant?

To be eligible you must be a legal entity with an Australian Business Number (ABN), have an account with an Australian financial institution and be capable of entering into a legally binding and enforceable deed with the Commonwealth. This includes the following entity types:

- Indigenous Corporation

- Company¹
- 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
- Local Government²
- Cooperative
- Incorporated Association
- Sole Trader
- Statutory Entity
- Partnership³
- Person⁴
- Trustee on behalf of a Trust⁵

Grant recipients will not be limited to small exporters, but projects must primarily be for the benefit of small exporters.

For each project, the Commonwealth will only enter into a single grant agreement with a single legal entity. The Commonwealth will not execute grant agreements with trusts – only trustees are eligible to execute grant agreements. In a legally binding partnership, the executing partner must have authorisation from all other partners to execute the grant agreement.

Applications from consortia are acceptable, as long as you have a lead applicant who is solely accountable to the Commonwealth for the delivery of the project and is an eligible entity as per the list above. Eligible organisations can form a consortium with ineligible organisations.

4.2 Who is not eligible to apply for a grant

You are not eligible to apply if you are an:

- Unincorporated Association
- International Entity

¹ Company is a company incorporated under the *Corporations Act 2001* (Cth)

² Includes New South Wales local governments created as Body Politics.

³ Partnership – the individual partners will enter into the agreement with the agency. A Partnership Agreement or a list of all individual partners of the Partnership may be requested.

⁴ A person is a natural person, an individual, a human being.

⁵ Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply by providing the signed Trust Deed and any subsequent variations with the Application Form

4.2.1 Unincorporated Associations

Non-legal entities such as an Unincorporated Association may be able to receive funding where a legal parent organisation, or a legal entity connected to the Unincorporated Association can enter into a legally binding agreement on its behalf. Alternatively, a person representing the Unincorporated Association can enter into the agreement and assume the legal liability.

5 What the grant money can be used for

5.1 Eligible grant projects

Projects that are eligible for funding include those that:

- improve the capacity for small exporters to access markets
- are relevant to one or more of the following commodity sectors:
 - dairy
 - eggs / fish
 - grain and plant products
 - horticulture
 - meat and animal products
- are sustainable (i.e. projects should have the potential for longer term benefits to be realised by the broader industry sector).

Eligible projects may include, but are not limited to:

- the development of systems to meet the standards required by regulators and customers
- market intelligence to allow small exporters to target or tailor their products
- the implementation of systems to perform procedural and administrative functions essential to exporting products
- the development of innovative solutions to address technical barriers to market access

5.2 Ineligible grant projects

Projects that duplicate or replicate activities for which the applicant, or a partner, is already receiving, or has previously received funding from the Commonwealth or from another source (e.g. a state or local government or private sector program) are ineligible for funding.

5.3 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred on the agreed project.

You must incur the expenditure on your project between the start date and completion date stipulated in your grant agreement.

5.4 What the grant money cannot be used for

Costs incurred that are not directly related to carrying out the project are ineligible for funding.

You cannot use the grant for the following activities:

- preparation of grant application materials
- protecting or patenting intellectual property
- activities of a distinctly commercial or proprietary nature that are aimed at selling or attracting investment

- developing, building or producing commercial prototypes to commercialise a research project outcome
- creation of new institutions
- establishing new commercial ventures
- core business expenses not directly related to carrying out the project, including administrative, overhead and infrastructure costs, staff salaries and relocation costs, travel and living allowances
- financial support for feasibility studies
- hospitality or catering beyond reasonable costs for providing refreshments at project workshops or field days
- purchasing of infrastructure, major equipment or activities that could be considered part of normal business or ongoing operations, unless integral to delivery of the project

6 The assessment criteria

Suitable projects will be selected through a competitive merit-based process.

Applications will firstly be screened by the Community Grants Hub to assess eligibility. The department will then allocate eligible applications to the Assessment Panel (section 8.3) for their assessment.

You must address all of the following assessment criteria in the application. The Assessment Panel will assess your application based on the weighting given to each criterion detailed below.

The weighted scores for all criteria will be added together and a total score used to determine the applicant's ranking against the criteria. The criteria are weighted as follows: criterion 1 (60 per cent); criterion 2 (20 per cent) and criterion 3 (20 per cent).

Each eligible application will be scored and ranked against all other applications received.

The application form includes character limits – up to 6000 characters (approx. 900 words) for criterion 1 and up to 3500 characters (approx. 525 words) for criterion 2 and 3. The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.

Applications that meet the assessment criteria to a high level are more likely to be funded. If necessary, to differentiate between applications, assessors will give preference to projects that have potential benefits for more than one export commodity.

Criterion 1

How will your project contribute to the objective of the program? (60 per cent weighting)

When addressing the criterion strong applicants will:

- demonstrate how the project aligns with the program objectives
- provide clear and measureable deliverables
- demonstrate how the project will provide gains in market access (gains will be identified as either short, medium or long term, and be quantifiable)
- provide a broad impact and strategic vision
 - the project will be consistent with market access priorities – the project will align with commodity specific export strategies and market development priorities

- the project will have a broad impact within an industry sector – the project benefits will be realised by more than one company
- the project will have the potential for longer term benefits to be realised by the broader industry sector

Criterion 2

How will you manage the project and potential associated risks? (20 per cent weighting)

When addressing the criterion strong applicants will:

- provide a project plan that outlines project deliverables and timing
- detail project accountability and governance arrangements
 - detail the capacity for managing and reporting on the project
 - detail the way in which entities will operate, both administratively and practically
- if relevant, detail how potential partnerships will be managed to ensure complexities that could compromise the project outcomes are not introduced, but at the same time demonstrate strong participation by all partners.
- detail potential risks and mitigation strategies
- demonstrate industry support for the project

Criterion 3

Analyse the anticipated costs and benefits of the project (20 per cent weighting)

When addressing the criterion strong applicants will:

- provide expected costs of the project in dollar terms
- detail sources of funding including any contributions from industry
- provide information on expected measurable benefits to small exporters

7 How to apply

Before applying, you must read and understand these guidelines, the terms and conditions, and the sample funding agreement.

These documents are found at [GrantConnect](#) and [Community Grants Hub](#) websites. Any changes to grant documentation are published on both sites an addenda⁶ will be published on GrantConnect. By registering on this website, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

You may submit more than one application form for each project. A separate application form must be submitted for each project. If more than one application is submitted for the same project, the latest accepted application form will progress.

To apply you must:

- complete the online application form on [GrantConnect](#) or [Community Grants Hub](#)
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments

⁶ Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) documents

- submit your application/s to the Community Grants Hub by 11.00PM AEDT on 28 February 2020

We will not provide application forms or accept applications for this grant opportunity by fax or mail.

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code 1995* and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application online, have any technical difficulties or find an error in your application after submission, but before the closing date and time, you should contact the Community Grants Hub immediately on 1800 020 283 (option 1) or email support@communitygrants.gov.au. The Community Grants Hub does not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change the nature of your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

You should keep a copy of your application and any supporting documents.

You will receive an automated notification acknowledging the receipt of your application.

7.1 Attachments to the application

The following document must be attached to your application if applying as a Trustee on behalf of a Trust:

- trust deed and any subsequent variations

You may attach a maximum of two supporting documents to your application. Supporting documents may include, but are not limited to:

- project plan
- budget proposal
- governance framework
- risk assessment
- industry letter of support

Please note: There is a 2MB limit for each attachment.

7.2 Joint (consortia) applications

We recognise that some organisations may want to join together as a group to deliver a project.

In these circumstances, you must appoint a 'lead organisation'. Only the lead organisation can submit the application form and enter into a grant agreement with the Commonwealth. The application must identify all other members of the proposed group.

You must have a formal arrangement in place with all parties prior to execution of the agreement.

7.3 Timing of grant opportunity processes

You must submit an application between the published opening and closing dates.

Late applications

We 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.

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.

The late application request form and instructions for how to submit it can be found on the [Community Grants Hub website](#).

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 representative⁷ 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.

Expected timing for this grant opportunity

If you are successful, you will be expected to start your project around June 2020.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	Up to 6 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and execution of grant agreements	Up to 4 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant project	1 June 2020
End date of grant project	Negotiated with each grant recipient No later than 30 June 2023

⁷ This may be the Community Grants Hub Delegate or nominated staff member of the Department of Agriculture at the EL2 level or above.

7.4 Questions during the application process

If you have any questions during the application period, contact the Community Grants Hub on 1800 020 283 (option 1) or email support@communitygrants.gov.au.

The Community Grants Hub will respond to emailed questions within five working days. Answers to questions are posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5:00PM AEDT on 21 February 2020. Following this time, only questions about using and/or submitting the application form will be answered.

8 The grant selection process

8.1 Assessment of grant applications

We will review 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.

If eligible, an Assessment Panel will then assess your application against the assessment criteria (see Section 6) and against other applications. The Assessment Panel will consider your application on its merits, based on:

- how well it meets the criteria
- how it compares to other applications

The Assessment Panel will consider whether it provides value with money as defined in the glossary.⁸

When assessing the extent to which the application represents value with money, the Assessment Panel will have regard to:

- the overall objective/s to be achieved in providing the grant
- the relative value of the grant sought
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives
- the potential to benefit more than one of the listed export commodity groups

8.2 Financial viability

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

- establishing whether relevant persons have any adverse business history (for example current or past bankruptcy)
- assessment of the financial health of an entity

8.3 Who will assess and select applications?

The Assessment Panel will assess each eligible and compliant application on its merit and compare it to other eligible applications. Applications must meet a minimum score to be considered to be 'satisfactory'.

Industry consultative committees for the main export commodities (dairy, seafood, grain and plant products, horticulture, meat and wild game) have been tasked with appointing a member to be on

⁸ See glossary for an explanation of 'value with money'.

the Assessment Panel. The Assessment Panel will be comprised of one member from each of the six export industry consultative committees and officers from the department.

Members of the Assessment Panel, who may not be Commonwealth officials, will be expected to perform their duties in accordance with the CGRGs. The Assessment Panel will rank the applications, drawing on additional considerations where relevant.

The recommendations made by the Assessment Panel will be presented by the Export Standards Branch in the department in a submission to the Minister of Agriculture for final decision.

The department may seek additional information about you or your application and this may delay completion of the selection process. The department may do this from within the Commonwealth, even if the sources are not nominated by you as referees.

8.4 Who will approve grants?

The Minister for Agriculture (the decision maker) decides which grants to approve based on the recommendations of the department and the availability of grant funds for the purposes of the grant program.

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

- the approval of the grant
- the grant funding amount to be awarded

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

9 Notification of application outcomes

We will write to you about the outcome of your application. If you are successful, you will be advised of any specific conditions attached to the grant.

9.1 Feedback on your application

Individual feedback will be available. The process for requesting individual feedback will be included in the letter advising of the outcome of your application.

10 Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will offer successful applicants a Commonwealth Simple Grant Agreement for this grant opportunity.

Each agreement has standard grant conditions that cannot be changed. Sample grant agreements are available on GrantConnect, and Community Grants Hub websites as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. You should read the sample grant agreement before submitting your application and seek independent legal advice before entering into a grant agreement. No legally binding relationship exists until all parties sign the grant agreement. We are not responsible for any of your expenditure until a grant agreement is executed. You must not commence your project until a grant agreement is executed.

Your grant agreement will outline the work to be delivered in the project and the reporting requirements. Reporting requirements in the grant agreement will reflect the risk level of the project. Additionally, your grant agreement may have specific conditions determined by the

assessment process or other considerations made by the Minister. These will be identified in the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Commonwealth Simple Grant Agreement

We will use a Commonwealth Simple Grant Agreement.

You will have twenty (20) business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

10.2 How we pay the grant

The grant agreement will state the:

- maximum grant amount to be paid
- any financial contributions you must make
- any in-kind contributions you will make
- any financial contribution (in-kind or cash) provided by a third party

We will not exceed the maximum grant amount specified in the grant agreement under any circumstances. If you incur extra costs, you must meet them yourself.

Progress payments

We will make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the project.

10.3 Grant payments and GST

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

GST is payable on grants and the grant agreement will include GST where applicable.

11 Announcement of grants

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

12 How we monitor your grant activity

12.1 Keeping us informed

You should let us know if anything is likely to affect your project or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must inform us of any changes to your:

- name
- business structure
- nominated contact details
- bank account details.

12.2 Reporting

You must submit reports in line with the grant agreement. All reporting requirements will be outlined in the grant agreement. We will monitor progress by assessing reports you submit and may request additional evidence to confirm details in your reports.

Progress reports

Progress reports must:

- be completed in the progress report template
- include appropriate evidence of your progress toward completion of agreed activities and outcomes
- include what project objectives have been achieved during the reporting period
- detail any project related issues
- include evidence of expenditure incurred to date
- include financial contributions related to the project
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

We will only make grant payments when we receive satisfactory progress reports.

You must tell us of any reporting delays with us as soon as you become aware of them.

Final report

When you complete the project, you must submit a final report.

Final reports must:

- be signed by the Director, or a person in an equivalent senior position
- include a statutory declaration declaring that funds have been expended as outlined in accordance with the funding agreement
- include financial records identifying the total eligible expenditure incurred and receipt and use of project partner financial contributions
- detail the project's outcomes against the program objectives including quantitative information on the outcomes achieved
- outline the benefits realised
- include evidence to verify results and achievement
- be submitted by the due date and in the format provided in the grant agreement

12.3 Audited financial acquittal report

We may ask you to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement.

12.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Agreement Manager at either the Community Grants Hub or the department.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

12.5 Compliance visits

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

12.6 Record keeping

On completion of the project, you will be required to maintain any records related to the project for five years. We may also inspect the records you are required to keep under the grant agreement.

12.7 Evaluation

An evaluation of the program will be undertaken in 2023.

It will examine whether the program has met its stated objectives and whether the activities funded under the program had a positive impact on small exporters. It will also go further to examine how the funding resulted in positive impacts.

Successful applicants may be required to provide information to assist in the program evaluation, such as benefits realised / to be realised from the project, financial records and milestone tracking.

12.8 Acknowledgement

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

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

13 Probity

The Australian Government will make sure that the grant opportunity 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.

These guidelines may be changed by the department. When this happens, the revised guidelines will be published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

13.1 Enquiries and feedback

Complaints about this grant opportunity

There will be no appeal mechanism for unsuccessful applicants, nor will applications be reviewed. If an applicant is dissatisfied with the way an application has been handled by the Community Grants Hub or the department, they can lodge a complaint.

Complaints about the selection process

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

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the [online complaints form](#) on the [Department of Social Services](#) (DSS) website, or contact the DSS Complaints line.

Phone: 1800 634 035

Email: complaints@dss.gov.au

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

If you do not agree with the way the Community Grants Hub or the department 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 Community Grants Hub or the department.

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 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if the department 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 or member of the Industry Consultative Committee
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant 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 think there is an actual, apparent, or perceived conflict of interest, you must inform the Community Grants Hub in writing immediately.

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](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Community Grants Hub](#) website. Information collected, created or held under the grant agreement.

13.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

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

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian government may also use and give out information about grant applicants and grant recipients under this grant opportunity in any other Australian government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

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

As part of your application, you declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the department would breach an Australian Privacy Principle as defined in the Act.

13.4 Confidential information

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three 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.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- Commonwealth employees and contractors to help us manage the program effectively
- 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

The grant agreement may also include any specific requirements about special categories of information collected, created or held under the grant agreement.

13.5 Freedom of information

All documents that the Australian government has, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act gives people the ability to get information held by the Australian government and its organisations. Under the FOI Act, people can ask for documents the Australian government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Team
Government and Executive Services Branch
Department of Social Services (DSS)
GPO Box 9820
Canberra ACT 2601

By email: foi@dss.gov.au

14 Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
assessment criteria	are 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 grant opportunity, to determine application 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
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it
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
Commonwealth Grants Rules and Guidelines 2017 (CGRGs) .	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
date of effect	can be the date on 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
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
funding arrangement manager	is the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	<p>for the purposes of the CGRGs, 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 money⁹ or other Consolidated Revenue Fund (CRF) money¹⁰ is to be paid to a grantee other than the Commonwealth; and 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/activities	refers to the project/tasks/services that the grantee is required to undertake
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant
GrantConnect	is the Australian government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement Program.
grantee	the individual/organisation which has been selected to receive a grant
Portfolio Budget Statement (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.

⁹ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

¹⁰ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

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.
value with money	<p>refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to the:</p> <ul style="list-style-type: none"> • quality of the project proposal and activities; • fit for purpose of the proposal in contributing to government objectives; • absence of a grant is likely to prevent the grantee and government's outcomes being achieved • potential grantee's relevant experience and performance history.