

The Try, Test and Learn Fund: Mentoring to Work Project Guidelines

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Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: support@communitygrants.gov.au
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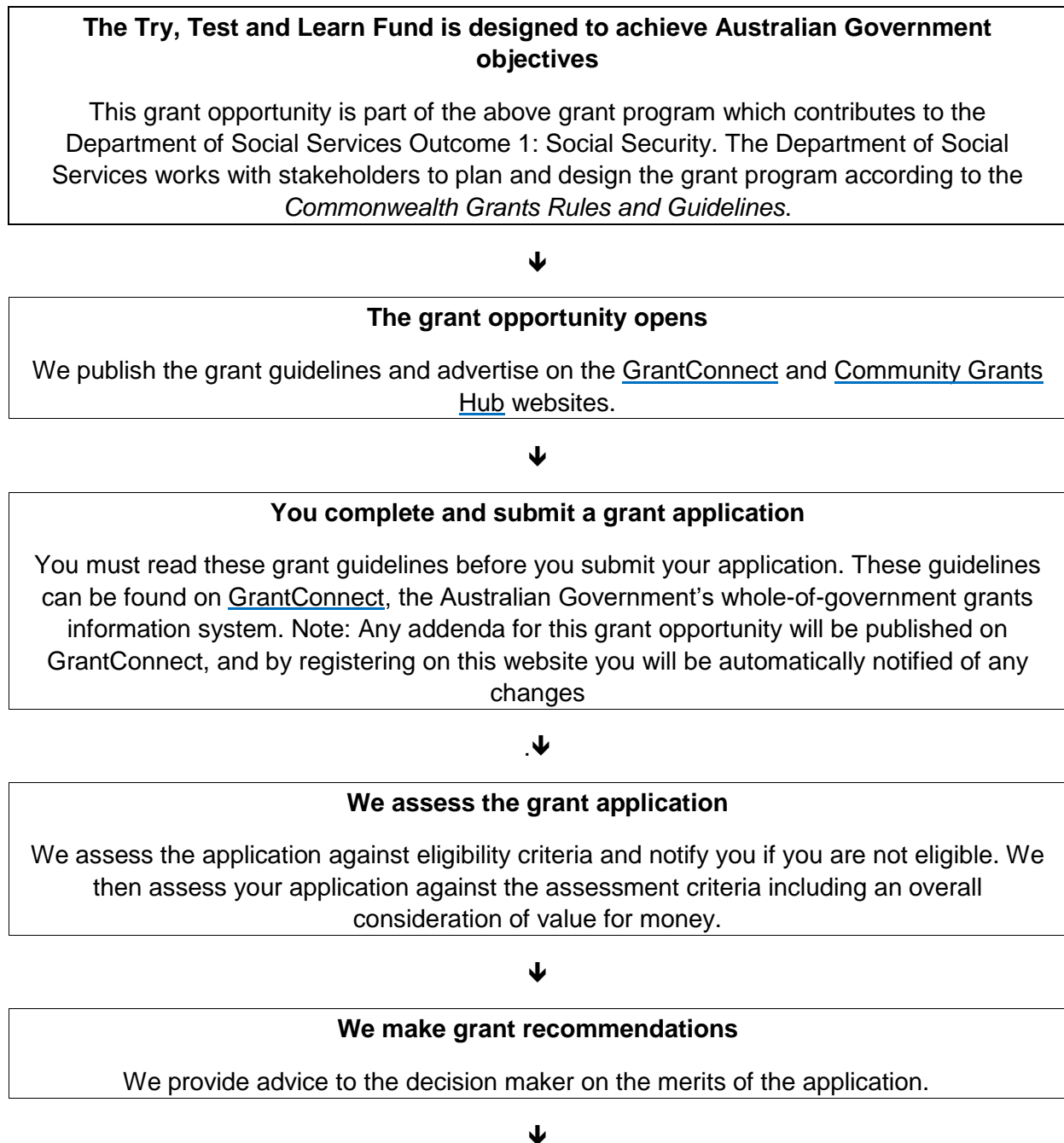
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1. The Try, Test and Learn Fund: Mentoring to Work Project overview

1.1 About the grant process



Grant Decisions are made

The decision maker decides if the grant application is successful.



We notify you of the outcome

We advise you of the outcome of your application.



We enter into a grant agreement

We will enter into a grant agreement with the successful applicant. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



Delivery of grant

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



Evaluation of the program

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

1.2 Role of the Community Grants Hub

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

1.3 About the grant program

These guidelines contain information about a restricted non-competitive grant opportunity for the Mentoring to Work project. The project was one of those developed during Tranche 1 stage 2 of the Try, Test and Learn Fund. Information about this and other Try, Test and Learn Fund grant opportunities will be released on the GrantConnect website.

The Try, Test and Learn Fund was announced in the 2016-17 Federal Budget as an initial response to the Australian Priority Investment Approach to Welfare under Outcome 1.10 Working Age Payments. It will develop and fund new or innovative policy responses aimed at

improving workforce participation or capacity to work for groups at risk of long-term welfare dependence.

Detailed information about the Try, Test and Learn Fund is publicly available in the [Try, Test and Learn Fund Tranche 1 Handbook and the Co-development Supplementary Information document](#).

The Try, Test and Learn Fund forms part of Outcome 1.10 Working Age Payments. It will be undertaken according to the *Commonwealth Grants Rules and Guidelines 2017 (CGRGs)*

This document sets out:

- the background and goals of the Try, Test and Learn Fund
- how the Try, Test and Learn Fund works, including information on the public consultation activities that have defined the project to be funded through this grant opportunity (ideas generation and co-development)
- the assessment criteria for the grant opportunity
- how grant applications will be evaluated
- responsibilities and expectations in relation to the opportunity.

You must read this document before completing an application.

1.4 Background to the grant opportunity

1.4.1 Overview

These guidelines relate to the Mentoring to Work project, which is one of the projects to be funded in the second stage of Tranche 1 of the Try, Test and Learn Fund. Funding for Try, Test and Learn Fund projects will be released in multiple tranches over several years.

Tranche 1 commenced in December 2016 with a public call for ideas. Promising ideas were co-designed with stakeholders and developed into refined project proposals in two batches; stage one and stage two. From these proposals the Minister for Social Services, in consultation with the Prime Minister, Treasurer and the Minister for Finance, selected a number of projects for funding including this project, which is to be funded through the restricted non-competitive opportunity outlined in these Grant Opportunity Guidelines.

The following sections provide more detail on Tranche 1 stage 2 and the consultation activities that defined the project being funded.

1.4.2 The Australian Priority Investment Approach to Welfare and the Try, Test and Learn Fund

The Australian Priority Investment Approach to Welfare was a recommendation of the 2015 review of Australia's welfare system, *A New System for Better Employment and Social Outcomes*, led by Patrick McClure. It was established by the Australian Department of Social Services in 2015 and is underpinned by annual actuarial valuations of welfare payment data. The valuations estimate the future lifetime cost of welfare payments to the Australian population and groups within it.

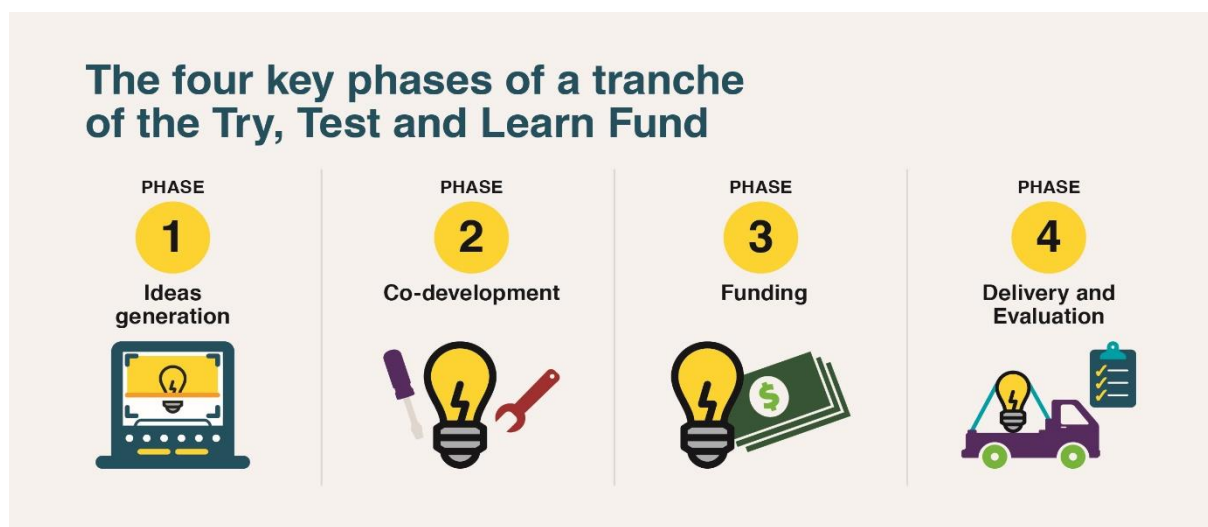
The objectives of the Priority Investment Approach are to improve lifetime wellbeing by:

- increasing the capacity of individuals to participate in social and economic life and to live independently of welfare
- reducing the risk of welfare dependence
- reducing long-term social security costs in the interests of maintaining a sustainable support system for vulnerable Australians.

The Try, Test and Learn Fund will support groups identified by the government, based on analysis of Priority Investment Approach valuations, as being at high risk of long-term welfare dependence and whose risk could be reduced with new or innovative policy responses.

Policy responses arising from the Fund are developed through an open and collaborative approach. This approach is focused on seeking new ideas from and collaborating with a diverse range of stakeholders including the social sector, business, academia and the general public in order to develop new ways of tackling complex social challenges.

The Try, Test and Learn Fund entails multiple stages of consultation (see diagram below). It seeks new ideas and then co-designs promising ideas with relevant stakeholders including potential service users. After co-design, selected projects are funded, delivered and evaluated.



The approach to ideas generation and co-development ensures that officials can work closely with potential grant recipients and beneficiaries on designing activities that will achieve the outcomes of the Try, Test and Learn Fund in alignment with public needs

Another central feature of the Try, Test and Learn Fund is the generation of new insights and empirical evidence into 'what works' to reduce long-term welfare dependence. Projects will be robustly evaluated to produce high quality policy evidence regarding whether the interventions are effective, for whom and under what circumstances. In this way, the Fund will allow Government to identify what approaches work and use this evidence to transform our funding in existing programs or make the case for new projects.

1.4.3 Tranche 1 priority groups

The priority groups for Tranche 1 of the Try, Test and Learn Fund were informed by the 2015 Priority Investment Approach Baseline Valuation Report and additional analysis of Priority Investment Approach data. These initial priority groups are:

- young people aged under 25 who started receiving Parenting Payment at age 18 or under and who are still receiving an income support payment
- young people aged under 25 who are in receipt of Carer Payment or at immediate risk of going onto the payment
- young people aged under 25 who have moved, or are at risk of moving, from study (post-secondary or tertiary and been in receipt or receiving a student payment) to an extended period on an unemployment payment.

The initial priority groups were chosen by the Minister of Social Services based on advice provided by the Department of Social Services and the Priority Investment Approach Inter-departmental Committee.

These priority groups are among a number identified in the Priority Investment Approach Baseline Valuation Report as groups of interest who have relatively high lifetime costs but for whom there is potential to reduce these likely costs and improve likely lifetime outcomes.

1.4.4 Tranche 1 stage 2 project development and selection

The process for the development and selection of Tranche 1 stage 2 projects entailed:

- **Ideas generation** – Ideas co-developed as part of Tranche 1 stage 2 were received during the generation phase for Tranche 1 conducted 9 December 2016 to 24 February 2017. As noted in the Try, Test and Learn Fund Tranche 1 Handbook, ideas were broadly sought from community groups, government, academics, business, other groups and the general public through an open forum on the Department of Social Services consultation platform, DSS Engage. Information on eligible ideas co-developed in Tranche 1 stage 2 were published on DSS Engage.

- **Ideas shortlisting** – Ideas were assessed against the following criteria: effectiveness and impact of the idea; a new or innovative approach; and appropriateness for trial and evaluation. More detail on selection criteria used at the ideas generation stage is available in the [Try, Test and Learn Fund Tranche 1 Handbook](#). Each submission was assessed and moderated before being scored. DSS undertook additional research on potential ideas for Tranche 1 stage 2 before co-development was undertaken. Following shortlisting and co-development of the first batch of projects a second idea shortlisting process was undertaken. This resulted in the identification of a further batch of ideas from Tranche 1 for co-development.
- **Co-development** – Shortlisted ideas entered a co-development phase, in which stakeholders collaboratively developed and refined the shortlisted ideas from initial concepts into detailed project proposals. This co-development stage was an important step in seeking new and innovative solutions, and focused on fostering:
 - genuine collaboration with a meaningful impact on program design, including a focus on collaboration with representatives of the priority groups
 - more creative and innovative program design
 - new opportunities for collaboration between the Commonwealth, the community sector, business and other stakeholders, and the chance to learn from each other.

Co-development involved a series of workshops led by independent design facilitators. Key co-development stakeholders included proponents of the idea and potential services users (priority group members). Other stakeholders included members of the Try, Test and Learn Fund Expert Advisory Panel,¹ relevant Commonwealth government representatives and peak body representatives.

At the end of the co-development phase, design facilitators prepared proposals for each project with some input from co-development participants. More information on the co-development process is available in the [Co-development Supplementary Information document](#).

- **Project recommendation and selection (August – October 2017)** – At the conclusion of the co-development phase, project proposals were considered to determine which projects should proceed to funding and delivery. Each project was considered independently against a range of parameters by the Department of Social Services in consultation with the Priority Investment Approach Inter-departmental Committee.² Considerations included how likely the project was to achieve intended outcomes, any major risks or challenges in delivering the project and whether the project had a viable approach for delivery and evaluation. Following these

¹ The Expert Advisory Panel is a group of academics and research leaders with expertise across various fields including labour market economics, inequality and disadvantage, intergenerational welfare dependency, social research methods and service delivery and implementation. Panel members are called upon for advice to assist with the implementation of the Investment Approach and the Try, Test and Learn Fund.

² Members include the Departments of the Prime Minister and Cabinet, Employment, Education and Training, Finance, Health, Human Services, and Social Services; the Treasury; the Australian Bureau of Statistics; and the Australian Government Actuary.

considerations, recommendations were put forward to the Minister for Social Services who made final project selections in consultation with the Prime Minister, the Minister for Finance and the Treasurer.

1.4.5 Tranche 1 stage 2 project funding (January 2018 onwards)

These Grant Opportunity Guidelines cover the Mentoring to Work project for which a restricted non-competitive grant process has been determined to be the appropriate funding approach.

Where a restricted non-competitive grant process has been selected, the original idea proponent is considered to be in a unique position to deliver the project, and has therefore been selected as a sole eligible applicant. In these cases, the idea proponent's idea has been co-developed into a specific project with the Department of Social Services and other stakeholders but retains features which make the idea proponent uniquely qualified as a potential delivery partner. Where idea proponents have not demonstrated specialised expertise or are not in a position to deliver projects, restricted competitive or open competitive grant processes will be pursued.

1.5 Grant opportunity objectives and outcomes

There exists a large group of young former students and young parents receiving income support payments who are at risk of long-term unemployment or intermittent low hours employment, persistent poverty and welfare-dependency in Australia.

Young people (under 25) that are currently receiving non-study related welfare payment(s) and who were in receipt of a study-related welfare payment 6 or more months ago (over 7,000 in WA at present); and young parents (under 25) that began receiving Parenting Payment at or prior to 18 years of age and are currently in receipt of Parenting Payment and have no earnings (close to 2000 in WA at present).

Both of these at-risk cohorts are currently aged under 25, started welfare payments at a young age (before 19 years of age), and are currently not in the workforce or are in low hours jobs so that they remain in receipt of Parenting Payment, Newstart Allowance and similar income support payments.

These two cohorts can be further stratified into those that have high support needs and are engaged with community service organisations and the remainder. Due to their relatively young age and therefore potential extended period of poverty and length of potential welfare dependence, these cohorts may generate significant lifetime costs to the welfare system.

The reasons that these cohorts struggle to obtain and maintain employment are multifaceted. On the supply side, a lack of experience, low skills and qualifications, weak workforce networks and limited role models are important. On the demand side, macroeconomic conditions may be influential as well as stigmatisation and poor job matching between employment services and employers .

The priority cohorts have limited work experience, poor business and work-related networks and awareness of job options, resulting in limited means to obtain work. The support of a mentor that has strong ties to the workforce increases the young person's ability to obtain employment, and improves the skills required to retain the employment. In addition, the cohort often experience compounding factors such as mental health and drug and alcohol problems. The large number of young people that are receiving a non-study related welfare payment and who were in receipt of a study-related welfare payment six months or more months ago suggests these young people struggle to find suitable employment opportunities and sustainable employment through existing programs and services.

The large number of young parents who had a child when they were 18 years or younger and are still receiving Parenting Payment may not have finished school and may never have worked or considered working. They need specific assistance to understand the benefits of working, access childcare, understand what is expected of them in the workplace and get work ready. The project will enrol a minimum of 360 participants in Perth. The large number of young people in the two target groups in Perth will ensure sufficient numbers to participate in the trial project. There are potentially other Try, Test and Learn Fund projects targeting these groups in other locations and it is important not to overlap with these. Perth also has a large and diverse government and non-government sector that can potentially provide jobs that meet the individual needs of these young people.

The project posits that having a mentor to support young people through job seeking, job readiness and job placement increases the likelihood of the young people attaining and sustaining long-term employment. Mentoring provided by those from a strong business and workplace background supports career functions, such as skill building and job preparedness, as well as psychosocial functions such as affirmation and the development of self-esteem. The development of self-esteem can serve as a protective factor for young people, particularly Indigenous young people, that can result in the selection of productive life pathways. In this trial project, the mentor will assist the young person in identifying the benefits of employment, understanding what is expected of them in the workplace, identifying their career goals and options, assist them in developing skills and knowledge about life in the workplace, and provide them with affirmation and "back up" to facilitate confidence in navigating both the employment process and engagement with different services.

The trial project employs a partnership model and a collective impact approach that supports the young person / mentor relationship and facilitates access to support services, employment services, and employers for young people while supporting the mentor so that each individual's barriers to obtaining employment are holistically addressed.

The poor longer-term trajectories of the identified cohorts in terms of entrenched welfare dependence are driven by long-term unemployment and the concomitant lack of skills and experience in the workforce. Providing mentorship that leads to employment relatively early (i.e. by or after the young person turns 25) helps to break the cycle of welfare dependence by increasing non-welfare income in the shorter term, and increasing skills and experience to improve employability.

The Mentoring to Work trial project pairs young parents and young former students at risk of long-term unemployment with a volunteer mature mentor in work or with strong business and

workplace connections to guide and support them through the employment process (job search, job readiness, job placement and sustaining work). The young people will be segmented into two cohorts: the general group cohort and a smaller cohort of those with high support needs as identified by community service organisation case managers.

Mentoring sessions will occur weekly for six months and each session will be centred on a theme pertinent to gaining employment. The first hour of each session will be a group session with mentors, mentees, relevant community services, employment service organisations and employers where the knowledge from all parties is shared openly, and the second hour will comprise more intensive, short one-on-one mentoring that translates the knowledge into practical action towards getting the individual young person ready for and into employment.

The trial project employs a partnership model to create and leverage an ecosystem of support to holistically address the diverse range of barriers and challenges faced by young people in attaining and maintaining employment. This ecosystem of support includes employers, employer peak bodies, corporate volunteering bodies, community service organisations, employment services, child care peak bodies, government agencies and intermediary agencies that work between community services and business.

A lead agency will serve as the backbone organisation that receives the contract from DSS and establishes subcontracts with other partner organisations for particular services within the model. DSS agreement is required before the lead agency subcontracts partner organisations. The lead agency will be accountable to DSS and will therefore establish reporting requirements of its subcontractors. An agreement will be put in place to formalise the partnership. A Steering Committee with representatives from all partner organisations will meet monthly to discuss progress and address issues collaboratively, as they arise.

The partnership will engage with other community services, employment services and employers to maximise the chances of the young people gaining and sustaining employment.

The monitoring and evaluation framework will utilise a mixed-method approach, combining qualitative and quantitative survey and administrative data together with financial impact assessment to measure the differential impact of the trial project. The differential impact will be measured on the basis of a total group cohort counterfactual analysis and a self-select cohort counterfactual scenario.

The trial evaluation will focus on the effectiveness of the mentoring program to move participants into employment and improve their overall wellbeing. The evaluation will also assess psychosocial outcomes for mentors. The Mentoring to Work project will be evaluated to assess its success in achieving the specified outcomes and the appropriateness of the approach for a broader rollout. The project will be evaluated against a number of outcomes, including:

- participants' labour force participation rate
- participants' employment rate
- number of hours worked by participants

- wages and incomes of participants
- quality of participants' employment
- housing and health of participants
- participants' wellbeing
- positive psychosocial benefits for mentors.

2. Grant amount

The Australian Government has announced a total of \$79.6 million to projects supported by the Fund over four years for the Try, Test and Learn Fund. Individual grant amounts will be guided by project design and budgeting conducted during the co-development process and captured in project proposals.

The approximate budget for the Mentoring for Work project is \$1.992 million. The project will be trialled over 24 months, and comprise a two month implementation phase and a 22-month operational phase.

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?

To be eligible you must be the listed organisation and have received an invitation to apply through GrantConnect.

3.1.1 Eligible applicant

To be eligible you must be the listed organisation:

Name of Organisation	Rationale for Invitation
COTA WA	See rationale below

The Mentoring to Work project was co-developed from an idea submitted to the Try, Test and Learn fund by the Council on the Ageing (COTA) ACT. It was based on a small-scale successful project run in the ACT involving mentoring of older people wanting to get back into employment.

The co-development partners included COTA WA, Anglicare WA, the WA Department of Training and Workforce Development, Volunteering WA, ORS Group, Wanslea, MercyCare,

United Way, AJ Grant Group, Australian Childcare Alliance (WA) and young people in the target groups.

COTA WA is invited to apply for this grant opportunity as the lead partner of a consortium potentially with some members of this group. In collaboration with their consortium partners, the eligible applicant has unique expertise, experience, and understanding that is necessary for the successful delivery of the project. This organisation as the lead member of a consortium has been invited to submit an application as it has:

- capability to deliver the project activities in the project location
- existing infrastructure and relationships to deliver a project which involves both human resources expertise and augmented intelligence capabilities
- knowledge of and capability to deliver to the project objectives and outcomes efficiently and effectively with good value for money

COTA WA are well positioned to leverage existing relationships with employers across multiple industries and colleagues in local government, Aboriginal Health Council, Youth Advisory Council of Western Australia and ISHAR (multicultural women's group).

The decision to trial the project in Perth was based on sufficient numbers of young people in the two target groups and a range of job opportunities available with large and small non-government and government employers.

Finally, the project will operate as a trial with constrained financial and time parameters. The most effective method of delivering a trial of this nature is to utilise the skills and knowledge of existing providers. This approach will provide the best value for money for conducting the initial, limited trial stage of the project and to collect policymaking evidence under the auspices of the evaluation-driven policy intent of the Try, Test and Learn Fund. There is no guarantee of continued funding for the successful applicant once the trial is completed. If any decision were made in the future to consider expanding a similar project concept for a broader rollout, broader-based and competitive funding processes would be considered.

4. Eligible grant activities

4.1 What can the grant money be used for?

The grant can be used for the following grant activities:

- staff salaries and on-costs which can be directly attributed to the provision of the grant activity in the identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff including Committee and Board members that is relevant, appropriate and in line with the grant activity
- operating and administration expenses directly related to the project as per the grant agreement, such as:

- telephones
 - rent and outgoings
 - computer/ IT/website/software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - travel/accommodation costs
 - assets as defined in the Terms and Conditions of the grant agreement that can be reasonably attributed to meeting agreement deliverables.
- payments to sub-contractors to perform eligible grant activities.
 - Part of the grant can be used for evaluation of the funded project and/or to explore options for future sustainability and ongoing viability of the funded project.

4.2 What can the grant money not be used for?

The grant cannot be used for the following grant activities:

- purchase of land
- major capital expenditure³
- subsidy of general ongoing administration costs such as rent, electricity and phone not directly related to the project being delivered as part of the grant agreement
- costs to attend and travel to conferences
- overseas travel
- the covering of retrospective costs.

Please note the grant cannot be used for the costs incurred in the preparation of your grant application or related documentation.

5. The project development and grant selection processes

5.1 Project development

The Mentoring to Work project underwent the Tranche 1 project development process outlined in section 1.4. In brief, this project entailed public ideas generation; shortlisting;

³ See glossary.

intensive co-development with a variety of stakeholders including service providers and priority group representatives; and project recommendation and selection. Co-development involved a design-led approach which focused on the needs of service users. Stakeholders including service providers, government agencies and young students and parents had the opportunity to comment and contribute to the development of the project.

The project expands upon an original idea submitted by COTA ACT. The project was co-developed from this idea by a group of stakeholders, including the idea proponents and other selected participants, including end users. As such, they have intricate knowledge of the project and how best to implement it.

5.2 Grant selection process

If an eligible application is received, it will be considered through a restricted non-competitive grant process.

We will assess your application against the criteria set out below. Your application will be considered on its merits, based on:

- how well it meets the criteria
- whether it provides value for money.

When undertaking a selection process we will consider the proportionality of scale, nature, funding amount, complexity and risks involved in the funding round. We will consider proportionality to inform the choice of the application and selection process, the type of grant agreement to be used and the reporting and acquittal requirements.

6. The assessment criteria

You will need to address the following assessment criteria in your application. Other criteria, such as innovation, the likely effectiveness of the project and the feasibility of the trial and evaluation of the project have been considered in the idea and project selection stages and do not need to be addressed as part of this grant process.

We will judge your application based on 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. The application form includes word limits.

The equally weighted assessment criteria are:

- 1. Demonstrate your organisation's experience, capability and capacity to manage and deliver services for the young parent and young student target group in the trial locations.**

Your response should:

- demonstrate your organisation's ability to effectively develop, implement, manage and monitor grant activities to achieve positive outcomes for the young parent and young student target group in the trial location
- demonstrate your organisation's ability to establish effective links with relevant partners and stakeholders to achieve outcomes for the young parent and young student target group.

2. Demonstrate your organisation's experience, capability and capacity to implement and deliver the project and achieve its objectives.

Your response should:

- outline the number of key staff that will manage and / or deliver your organisation's project and outline their relevant capabilities (experience, skills and qualifications)
- demonstrate your organisation's capacity and approach to support data collection and monitoring activities for project evaluation.

7. The grant application process

7.1 Overview of application process

You must read these grant guidelines, the application form, 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 assessment criteria to be considered for a grant. Please complete each section of the application form and make sure that you provide the information we have requested.

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

7.2 Application process timing

Submit your application by the closing time and date.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the Community Grants Hub may determine that there were exceptional circumstances beyond the applicant's control that meant they could not meet the deadline.

Examples of exceptional circumstances could include, but may not be limited to:

- Community Grants Hub infrastructure failures,
- natural disasters,
- power outages affecting the ability of the applicant to submit their application by the deadline, and

- death or disability of key personnel.

Information on the Community Grants Hub [late application policy](#) is available on the [Community Grants Hub](#) website.

The expected start date for the granting activities will be on execution of the Grant Agreement. The expected end date will be subject to individual grant agreement. You must spend the grant by the end date.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	1 week
Assessment of application	Timing will be dependent on the complexity of the application and the capacity of the Community Grants Hub
Approval of outcome of selection process	Timing will be dependent on the complexity of the application and the capacity of the Community Grants Hub
Negotiations and award of grant agreement	By the end of January 2017
Notification to unsuccessful applicant	By the end of January 2017
Activity commences	On execution of the Grant Agreement
End Date	Subject to individual grant agreements

7.3 Completing the grant application

You must submit your grant application using the application form, which is available on the [GrantConnect](#) and [Community Grants Hub](#) websites. The Application Form can only be accessed by the invitee for this grant opportunity. The application form includes help information.

This is an online application form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email support@communitygrants.gov.au.

The Community Grants Hub will not provide an application form or accept an application 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 us straight away. The Community Grants Hub may ask you for more information, as long as it does not change the substance of your application. The Community Grants Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

7.4 Attachments to the application

The following documents must be included with your application:

- project plan completed on the provided template
- most recent audited financial statements for two financial years
- Intellectual Property proposed special conditions on the provided template.

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.

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

7.5 Applications from consortia

As detailed in Section 3.1.1, the invited organisation must apply as the lead organisation of a consortium. A consortium is two or more businesses which are working together to combine their capabilities when developing and delivering a grant activity.

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

Only the invited applicant's questions will be responded to during the application period. To submit a question please call the Community Grants Hub on 1800 020 283 or email support@communitygrants.gov.au. The Community Grants Hub will respond to emailed questions within five working days. Answers to questions will be posted on [GrantConnect](#).

7.7 Further grant opportunities

The Try, Test and Learn Fund will run over four years from 2016-17 to 2019-20. It is anticipated that ideas will be sought, and funding released, over multiple tranches.

8. Assessment of grant applications

8.1 Who will assess applications?

An assessment team will assess the eligible and compliant application based on its merits. The assessment team will be comprised of departmental staff.

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

8.2 Who will approve grants?

The policy delegate who is the Branch Manager, Policy Strategy and Investment Branch will make the final decision to approve a grant.

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

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

The policy delegate must not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and / or that the application does not represent value for money.

9. Notification of application outcomes

You will be advised of the outcomes of your application in writing. If you are successful, you will also be advised about any specific conditions attached to the grant.

If you are unsuccessful, we will notify you in writing.

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 represented by the Department of Social Services. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

You will be required to:

- deliver the project and meet the performance reporting and financial acquittal requirements outlined in your grant agreement.

The Department of Social Services will negotiate the grant agreement with the successful applicant.

Where a grantee fails to meet the obligations of the grant agreement, the Department of Social Services may seek to terminate the relevant agreement.

You should not make financial commitments until a grant agreement has been executed by the Commonwealth.

10.2 How the grant will be paid

The grant agreement will state the:

- maximum grant amount to be paid.

We will not exceed the maximum grant amount under any circumstances. If you incur extra eligible expenditure, you must pay it yourself.

Grant funding will be paid:

- according to agreed milestones and performance indicators defined in the Grant Agreement and Activity Work Plan.

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

- changing an activity's milestones
- extending the timeframe for completing an activity but within the time period of the Try, Test and Learn Fund program.

The program does not allow for:

- an increase to the agreed amount of grant funds.

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

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

- how it affects the project outcome
- consistency with the program policy objective and any relevant policies of the Department of Social Services

- changes to the timing of grant payments
- availability of program funds.

11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect⁴ as required by Section 5.3 of the *CGRGs*.

12. Delivery of grant activities

12.1 Your responsibilities

If successful, you must carry out the grant activities in accordance with these guidelines and the grant agreement and activity work plan, which includes standard terms and conditions and any supplementary conditions. The grant agreement will outline specific grant requirements.

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:

- ensuring that your application is accurate and complete
- ensuring that the terms and conditions of the grant agreement are met and that the activity is managed in an efficient and effective manner
- meeting milestones and other timeframes specified in the grant agreement
- complying with record keeping, reporting and acquittal requirements in accordance with the grant agreement
- participating in grant program evaluation as necessary for the period specified in the grant agreement
- ensuring that the grant activity outputs and outcomes are in accordance with the grant agreement.

⁴ See glossary.

12.2 The Department's responsibilities

The Department of Social Services will:

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

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

12.3 Grant payments and GST

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

Before any payments are made, you must provide:

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

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office](#) website for more information.

12.4 Reporting

The Mentoring to Work grant recipient must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by the service provider at the client level and entered directly into the Department's performance reporting solution, the Data Exchange.

Information must be provided in accordance with the [Data Exchange Protocols](#).

12.5 Evaluation

The Department of Social Services will evaluate the Try, Test and Learn Fund and each project funded by it 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

All materials related to grants under the program must acknowledge the Commonwealth as follows:

'Try, Test and Learn Fund – an Australian Government initiative.'

13. Probity

The Australian Government will make sure that the program process is fair; according to the published guidelines; incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct; and is consistent with the CGRGs.

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

13.1 Complaints process

The Department of Social Services [Complaints Procedures](#) apply to complaints about the Program. All complaints about a grant process must be lodged in writing.

Complaints about the Process

The applicant can contact the complaints service with complaints about Community Grants Hub's service(s) or the application process.

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub. Applicants can lodge complaints using the [complaints form](#) on the Department's website or by phone or mail.

Complaints to the Ombudsman

If you do not agree with the way the Department of Social Services has handled your complaint, you may complain to the Commonwealth Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the Department of Social Services.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a [conflict of interest](#), or perceived conflict of interest, if a Community Grants Hub staff member, 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, or interest in, an organisation which is likely to interfere with or restrict the applicant 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 Community Grants Hub in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The Community Grants Hub 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 Grants 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 to impose the same privacy obligations on any subcontractors you engage to assist with the grant activity. You must ask for the Australian Government's consent in writing before disclosing confidential information.

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

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

We may reveal confidential information to:

- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery
- other Commonwealth, State, Territory or local government agencies in program reports and consultations
- the Auditor-General, Ombudsman or Privacy Commissioner
- the responsible Minister or Parliamentary Secretary
- 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
 Government and Executive Services Branch
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

13.5 Consultation

For information about the co-development process used to refine and develop shortlisted ideas, please see the 'Important Information' section of the [Try, Test and Learn Fund DSS Engage website](#).

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.

Term	Definition
Capital expenditure	<p>Capital expenditure is spending for capital items as defined in the Department's Capital Works Policy. A capital item is any item of real estate or infrastructure valued at \$10,000 or more (including GST). Capital items include, but are not limited to:</p> <ul style="list-style-type: none"> • land • new and existing buildings, including demountable buildings that are a fixture to the land • building renovations • roads, pipelines and airstrips.
Co-development	<p>The co-development phase involves consultation with stakeholders to collaboratively develop and refine shortlisted ideas from initial concepts into detailed project proposals.</p>
Commencement date	<p>The expected start date for the grant activity.</p>
Commonwealth entity	<p>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 <i>PGPA Act</i>.</p>
Completion date	<p>The expected date that the grant activity must be completed and the grant spent by.</p>
Cost shifting	<p>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.</p>
Date of effect	<p>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.</p>
Decision maker	<p>The person who makes a decision to award a grant.</p>
Double dipping	<p>Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.</p>

Term	Definition
Eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
Grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives
Grant activity	The project / tasks / services that the grantee is required to undertake with the grant money. It is described in the Grant Agreement
Grant agreement	Sets out the relationship between the parties to the agreement, and specifies the details of the grant.
Grant Agreement Manager	Monitors performance against agreed objectives within grant agreements and ensure accountability requirements are met.
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.
Selection criteria	Comprise eligibility criteria and assessment criteria.
Selection process	The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and / or the assessment criteria.

