

Volunteer Management Activity Grant Opportunity Guidelines

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Closing date and time:	2:00pm AEDT on 15 December 2017
Commonwealth policy entity:	Department of Social Services
Co-Sponsoring Entities	n/a
Enquiries:	If you have any questions, please contact Community Grants Hub phone: 1800 020 283 or email: support@communitygrants.gov.au
Date guidelines released:	8 December 2017
Type of grant opportunity:	Restricted non-competitive

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1. Volunteer Management Activity Grant Opportunity Processes

The Volunteer Management Activity is designed to achieve Australian Government objectives

This grant opportunity is part of the above Grant Program which contributes to the **Department of Social Services'** Outcome 2. The **Department of Social Services** works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



The grant opportunity opens

We publish the grant guidelines and advertise on GrantConnect and the Community Grants Hub websites.



You complete and submit a service delivery plan, which forms your application

You must read these grant guidelines before you submit your service delivery plan. These guidelines can be found on [GrantConnect](#), the Australian Government's whole-of-government grants information system. Note: Any addenda for this grant opportunity will be published on GrantConnect, and by registering on this website you will be automatically notified on any changes.



We review all grant applications

We check whether the applications meet the grant eligibility criteria and notify you if you are not eligible. We then review your service delivery plan including an overall consideration of value for money.



We advise the decision maker

We provide advice to the decision maker on the merits of each application.



Grant Decisions are made

The decision maker decides which grant applications are successful.



We notify you of the outcome

We advise you of the outcome of your application.



Grant Agreement

We will enter into a grant agreement or letter of agreement with successful applicants. The type of grant agreement is based on the nature of the grant and 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 Volunteer Management Activity

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

1.1 Role of the Community Grants Hub

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

2. About the Volunteer Management Activity

The Volunteer Management Activity is an element of the Families and Communities Program. The Families and Communities Program aims to strengthen relationships, improve well-being of children and young people, reduce the cost of family breakdown, strengthen family and community functioning and facilitate the settlement of migrants and humanitarian entrants in the community.

The Volunteer Management Activity aims to increase opportunities for people experiencing disadvantage and/or social exclusion to participate in the social and economic life of their broader community through volunteering, by:

- maximising and promoting volunteer participation;
- increasing the diversity of volunteers and the ways in which people volunteer;
- maximising opportunities for volunteering to provide a pathway to other forms of social and economic participation;
- matching potential volunteers with a volunteering role, especially humanitarian entrants or people experiencing disadvantage;
- improving access to information on volunteering;
- promoting innovation in volunteering;
- providing access to the training, resources and support volunteers and volunteer involving organisations need;
- building effective volunteering practices and opportunities within organisations and communities.

In June 2017, the Australian Government agreed to retain the Volunteer Management Activity as a separate Activity for three and a half years, from 1 January 2018 until 30 June 2021.

The Volunteer Management Activity will be undertaken according to the *Commonwealth Grants Rules and Guidelines (CGRGs)*

This document sets out:

- the purpose of the Volunteer Management Activity;
- the eligibility criteria;
- how successful grant applicants are monitored and evaluated; and
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

2.1 What will be funded under the Volunteer Management Activity

In July 2017, the Minister for Social Services, the Hon Christian Porter MP, wrote to all currently funded organisations to advise them of the decision to retain the Volunteer Management Activity from 1 January 2018 until 30 June 2021. Funding will be offered to those organisations currently funded under the Volunteer Management Activity (listed at Item 4.1) to deliver volunteer support services in areas of need in metropolitan, regional and remote areas across Australia.

The funding will be provided to volunteer support service organisations to deliver the following activities to the target community:

- provide information, training and support to individuals, with a focus on providing individualised referral, placement and support services to people experiencing disadvantage, in particular:
 - youth under 18 years;
 - people who are unemployed;
 - Indigenous Australians;
 - people experiencing racial, cultural or religious discrimination;
 - humanitarian entrants or new arrivals from culturally diverse backgrounds;
 - people with disability or mental health issues; and
 - women experiencing harm or discrimination.
- provision of information, tools, training and resources for volunteer managers;
- provision of information, tools and resources for volunteer-involving organisations, including:
 - volunteer management best practice, policies and procedures; and
 - regulatory obligations and risk management (governance, work health and safety, insurance, background/police checks).
- collaboration with other volunteer support organisations to minimise duplication, sharing best practice and ensuring consistency of service provision, including participating in networking arrangements and sharing resources; and
- promotion and recognition of volunteering within the local community.

The Activity also aims to provide a foundation for integrated, community led project delivery that understands and meets local community volunteering needs through projects that harness innovation and collaboration.

3. Grant amount

The Australian Government has allocated total funding of approximately \$19.95 million over three and a half years for the Volunteer Management Activity.

Up to \$5.7 million a year will be available for the Volunteer Management Activity.

The funding will be available from 1 January 2018 to 30 June 2021.

Invited organisations currently funded under the Volunteer Management Activity will only be offered funding in the amount they currently receive (listed at Item 4.1).

Funding provided under the Volunteer Management Activity is time-limited and is not ongoing. Three and a half year grant agreements will ensure sufficient time for each organisation funded under the Volunteer Management Activity to deliver volunteer support

services to plan ahead and source alternative funding to transition to a new business model from 1 July 2021.

4. Grant eligibility criteria

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

4.1 Who is eligible to apply for a grant?

To be eligible to apply for a grant you must be a not-for-profit organisation that is currently funded under the Volunteer Management Activity.

Each of these eligible organisations will receive an invitation to apply to continue to deliver volunteer support services in the service delivery areas shown at Item 4.1.

These organisations have been identified as suitable to be invited to apply based on their experience, knowledge and capability to deliver a volunteer support service in the service delivery areas shown.

No further organisations will be invited to apply.

Invitee List – Volunteer Management Activity 2018–2021

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
ACT	Volunteering and Contact ACT Limited	\$50,000	\$100,000	\$100,000	\$100,000	State: Australian Capital Territory SA2: Gooramon, Queanbeyan East, Queanbeyan,
NSW	Albury Wodonga Volunteer Resource Centre Inc	\$47,500	\$95,000	\$95,000	\$95,000	SA2: Albury Region, West Wodonga, Lavington
NSW	Bathurst Information and Neighbourhood Centre Incorporated	\$47,500	\$95,000	\$95,000	\$95,000	SA2: Bathurst, Bathurst East, Bathurst Region, Blayney, Bourke–Brewarrina, Broken Hill, Cobar, Condobolin, Coonamble, Cowra Region, Dubbo East, Dubbo South, Dubbo West, Dubbo Region, Far West, Forbes, Gilgandra, Grenfell, Lithgow, Lithgow Region, Mudgee, Mudgee Region East, Mudgee Region West, Narromine, Nyngan–Warren, Oberon, Orange, Orange North, Orange Region, Parkes Region, Walgett–Lightning Ridge, Wellington
NSW	Byron Bay Community Association Inc	\$25,000	\$50,000	\$50,000	\$50,000	SA2: Bangalow, Brunswick Heads–Ocean Shores, Byron Bay, Mullumbimby
NSW	Hunter Volunteer Centre Inc	\$85,000	\$170,000	\$170,000	\$170,000	SA3: Great Lakes, Lake Macquarie–East, Lake Macquarie West, Lower Hunter, Maitland, Newcastle, Port Stephens, Upper Hunter

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
NSW	Kempsey Neighbourhood Centre Inc	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Kempsey, Kempsey Region, Macksville—Scotts Head, Nambucca Heads, Nambucca Heads Region
NSW	Northern Rivers Community Gateway Incorporated	\$32,500	\$65,000	\$65,000	\$65,000	SA2: Ballina, Ballina Region, Bangalow, Brunswick Heads—Ocean Shores, Byron Bay, Casino Region, Casino, Evans Head, Goonellabah, Kyogle, Lennox Head—Skennars Head, Lismore Region, Lismore, Mullumbimby, Murwillumbah Region, Murwillumbah
NSW	Liverpool Volunteer Resource Centre Incorporated	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Bankstown, Bonnyrigg Heights—Bonnyrigg, Cabramatta—Lansvale, Cabramatta—West—Mount Pritchard, Canley Vale—Canley Heights, Casula, Edensor Park, Fairfield, Fairfield East, Fairfield West, Ingleburn—Denham Court, Liverpool—Warwick Farm, Macquarie Fields—Glenfield, Minto—St Andrews
NSW	Manning Support Services Inc	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Old Bar—Manning Point—Red Head, Taree, Taree
NSW	New School of Arts Neighbourhood Centre Inc	\$47,500	\$95,000	\$95,000	\$95,000	SA3: Clarence Valley
NSW	NORTEC Employment and Training Limited	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Richmond Valley—Coastal, Richmond Valley—Hinterland, Tweed Valley
NSW	Port Macquarie Neighbourhood Centre Inc	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Laurieton—Bonny Hills, Wauchope

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
NSW	Sector Connect Incorporated	\$32,500	\$65,000	\$65,000	\$65,000	SA3: Camden, Campbelltown (NSW), Wollondilly
NSW	The Centre for Volunteering	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Botany, Bringelly–Green Valley, Canterbury, Eastern Suburbs–South, Fairfield, Hurstville, Kogarah–Rockdale, Liverpool, Marrickville–Sydenham–Petersham, Sydney Inner City
NSW	LEEP NGO Incorporated	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Blacktown, Blacktown-North, Mount Druitt,
NSW	LEEP NGO Incorporated	\$25,000	\$50,000	\$50,000	\$50,000	SA3: Blue Mountains, Blue Mountains South,
NSW	LEEP NGO Incorporated	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Auburn, Merrylands–Guildford
NSW	Volunteering Coffs Harbour Inc	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Coffs Harbour
NSW	Volunteering Central Coast Incorporated	\$35,000	\$70,000	\$70,000	\$70,000	SA3: Gosford, Wyong
NSW	Wollongong City Council	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Kiama–Shellharbour, Wollongong
QLD	Cooloola Human Services Network	\$40,000	\$80,000	\$80,000	\$80,000	SA3: Gympie–Cooloola
QLD	FNQ Volunteers	\$50,000	\$100,000	\$100,000	\$100,000	SA4: Cairns

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
QLD	Volunteering Gold Coast Inc	\$42,500	\$85,000	\$85,000	\$85,000	SA3: Broadbeach–Burleigh, Coolangatta, Gold Coast–North, Gold Coast Hinterland, Mudgeeraba–Tallebudgera, Nerang, Ormeau–Oxenford, Robina, Southport, Surfers Paradise
QLD	Volunteering Gold Coast Inc	\$25,000	\$50,000	\$50,000	\$50,000	SA2: Beaudesert, Boonah, Brassall, Bundamba, Churchill–Yamanto, Collingwood Park–Redbank, Forest Lake–Doolandella, Greenbank, Inala-Richlands, Ipswich Central, Ipswich East, Ipswich North, Jimboomba, Karalee–Barellan Point, Karana Downs, Leichhardt–One Mile, Logan Village, Lowood, North Ipswich–Tivoli, Raceview, Ripley, Riverview, Rosewood, Springfield, Springfield Lakes
QLD	Volunteering North Queensland	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Charters Towers–Ayr-Ingham, Townsville
QLD	Volunteering Queensland Inc	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Inala-Richlands, Springwood SA3: Brisbane Inner, Brisbane Inner East, Brisbane Inner North, Brisbane Inner West, Capalaba, Carindale, Centenary, Chermshire, Holland Park–Yeronga, Kenmore–Brookfield–Moggill, Mt Gravatt, Nathan, Nundah, Rocklea–Acacia Ridge, Sandgate, Sherwood–Indooroopilly, Sunnybank, The Gap-Enoggera,

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
QLD	Volunteering Queensland Inc	\$37,500	\$75,000	\$75,000	\$75,000	SA3: Beenleigh, Browns Plains, Loganlea–Carbrook, Springwood–Kingston
QLD	Volunteering Sunshine Coast Inc	\$32,500	\$65,000	\$65,000	\$65,000	SA2: Aroona–Currimundi, Beerwah, Bli Bli, Buddina–Minyama, Buderim North, Buderim South, Caloundra–Kings Beach, Caloundra West, Caloundra Hinterland, Coolum Beach, Diddillibah–Rosemount, Eumundi–Yandina, Glass House Mountains, Golden Beach–Pelican Waters, Landsborough, Marcoola–Mudjimba, Maroochy Hinterland, Maroochydoore–Kuluin, Moffatt Beach–Battery Hill, Mooloolaba–Alexandra Headland, Mountain Creek, Nambour, Noosa Heads, Noosa Hinterland, Noosaville, Palmwoods, Parrearra–Warana, Peregian, Sippy Downs, Sunshine Beach, Tewantin, Wurtulla–Birtinya, Buderim, Caloundra, Maroochy, Nambour–Pomona, Noosa, Sunshine Coast Hinterland.
QLD	Wide Bay Volunteers Resource Centre	\$50,000	\$100,000	\$100,000	\$100,000	SA3: Bundaberg, Burnett, Hervey Bay, Maryborough
NT	Volunteering SA and NT (Tennant Creek)	\$20,000	\$40,000	\$40,000	\$40,000	SA2: Barkly, Tennant Creek
SA	Volunteering SA and NT (Riverland)	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Barmera, Berri, Loxton, Loxton Region, Renmark,

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
SA	Volunteering SA and NT (Port Augusta and Whyalla)	\$40,000	\$80,000	\$80,000	\$80,000	SA2: Flinders Ranges, Port Augusta, Port Pirie, Whyalla
SA	Volunteering SA and NT (Adelaide and surrounding suburbs)	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Adelaide, Athelstone, Belair, Bellevue Heights, Beverley, Blackwood, Brighton (SA), Burnside–Wattle Park, Colonel Light Gardens, Edwardstown, Flinders Park, Fulham, Glenelg (SA), Glenside–Beaumont, Goodwood–Millswood, Hallett Cove, Henley Beach, Hindmarsh–Brompton, Largs Bay–Semaphore, Lockleys, Marino–Seaview Downs, Mitcham (SA), Mitchell Park, Morphettville, Nailsworth–Broadview, North Adelaide, North Haven, Norwood (SA), Panorama, Paradise–Newton, Payneham–Felixstow, Port Adelaide, Prospect, Plympton, Richmond (SA), Rostrevor–Magill, Royal Park–Hendon–Albert Park, Seaton–Grange, Sheidow Park–Trott Park, St Peters–Marden, The Parks, Toorak Gardens, Unley–Parkside, Walkerville, Warradale, West Beach, West Lakes, Woodville–Cheltenham

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
SA	Volunteering SA and NT (Outback and Eyre)	\$20,000	\$40,000	\$40,000	\$40,000	SA2: Eyre Peninsula, Port Lincoln
NT	Volunteering SA and NT (Alice Springs)	\$20,000	\$40,000	\$40,000	\$40,000	A2: Charles, East Side, Flynn (NT), Larapinta, Mount Johns, Petermann–Simpson, Ross, Sandover–Plenty,
NT	Volunteering SA and NT (Katherine)	\$20,000	\$40,000	\$40,000	\$40,000	SA2: Eley, Gulf, Katherine, Victoria River
NT	Volunteering SA and NT (Darwin)	\$40,000	\$80,000	\$80,000	\$80,000	SA3: Darwin City, Darwin Suburbs, Palmerston
SA	Southern Volunteering (SA) Incorporated	\$40,000	\$80,000	\$80,000	\$80,000	SA3: Onkaparinga
SA	Southern Volunteering (SA) Incorporated	\$20,000	\$40,000	\$40,000	\$40,000	SA3 Fleurieu–Kangaroo Island
SA	Naracoorte Lucindale Council	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Limestone Coast
SA	Northern Volunteering SA Inc	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Enfield–Blair Athol SA3: Gawler–Two Wells, Playford, Port Adelaide East, Port Adelaide West, Salisbury, Tea Tree Gully
TAS	Volunteering Tasmania	\$20,000	\$40,000	\$40,000	\$40,000	SA3: Burnie–Ulverstone, Devonport
TAS	Volunteering Tasmania	\$40,000	\$80,000	\$80,000	\$80,000	SA3: Brighton, Hobart North East, Hobart North West, Hobart South and West, Hobart Inner, Sorell–Dodges
TAS	Volunteering Gold Coast	\$40,000	\$80,000	\$80,000	\$80,000	SA3: Launceston, Meander Valley–West Tamar, North East, Central Highlands, Huon–Bruny Island, South East Coast, West Coast

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
VIC	Bendigo Volunteer Resource Centre	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Bendigo Region North, Bendigo Region South, California Gully–Eaglehawk, Heathcote, Kangaroo Flat–Golden Square SA3 : Bendigo, Loddon–Elmore
VIC	Campaspe Shire Council	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Moama SA3: Campaspe
VIC	City of Boroondara	\$30,000	\$60,000	\$60,000	\$60,000	SA2 Abbotsford, Albert Park, Armadale, Ashburton (VIC), Ashwood–Chadstone, Balwyn, Balwyn North, Brunswick East, Bulleen, Camberwell, Carlton–North-Princes Hill, Fitzroy North, Glen Iris–East, Hawthorn, Hawthorn East, Kew East, Malvern–Glen Iris, Malvern East, Northcote, Port Melbourne, Prahran–Windsor, South Yarra East, South Yarra West, St Kilda East, St Kilda, Surrey Hills East–Mont Albert, Surrey Hills West–Canterbury, Toorak, West Melbourne

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
VIC	Cobaw Community Health Services	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Macedon SA3: Heathcote–Castlemaine–Kyneton, Macedon Ranges
VIC	Eastern Volunteer Resource Centre	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Whitehorse–West, Maroondah, Yarra Ranges
VIC	Community Information & Support Victoria Inc.	\$30,000	\$60,000	\$60,000	\$60,000	Heidelberg West
VIC	South East Volunteers	\$47,500	\$95,000	\$95,000	\$95,000	SA3: Bayside, Cardinia, Casey North, Casey South, Kingston (VIC), Monash
VIC	The Centre for Continuing Education	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Benalla Region, Benalla, Bright–Mount Beauty, Chiltern–Indigo Valley, Cobram, Euroa, Kilmore–Broadford, Mansfield (VIC), Moira, Mooroopna, Myrtleford, Nagambie, Numurkah, Rutherglen, Seymour, Seymour Region, Shepparton North, Shepparton South, Shepparton Region East, Shepparton Region West, Towong, Wangaratta, Wangaratta Region, Yackandandah, Yarrawonga SA3: Shepparton
VIC	United Way Ballarat	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Ballarat, Creswick–Daylesford–Ballan, Maryborough–Pyrenees

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
VIC	Volunteer West	\$50,000	\$100,000	\$100,000	\$100,000	SA2: West Melbourne SA3: Brimbank, Essendon, Hobson's Bay, Keilor, Maribyrnong, Melton–Bacchus Marsh, Wyndham
VIC	Volunteering Geelong	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Belmont, Clifton Springs, Corio–Norlane, Geelong West–Hamlyn Heights, Geelong, Golden Plains North, Golden Plains South, Grovedale, Highton, Lara, Leopold, Lorne–Anglesea, Newcomb–Moolap, Newtown (VIC), North Geelong–Bell Park, Ocean Grove–Barwon Heads, Portarlington, Queenscliff, Torquay, Winchelsea SA3: Geelong, Surf Coast–Bellarine Peninsula
VIC	Volunteering Victoria	\$50,000	\$100,000	\$100,000	\$100,000	SA2: Abbotsford, Carlton, Collingwood, Docklands, East Melbourne, Fitzroy, Flemington, Kensington, Melbourne, North Melbourne, Parkville, Richmond (VIC), South Melbourne, West Melbourne, Southbank
VIC	Volunteering Victoria	\$25,000	\$50,000	\$50,000	\$50,000	SA3: Latrobe Valley
VIC	Volunteering Victoria	\$25,000	\$50,000	\$50,000	\$50,000	SA3: Baw Baw, Gippsland East, Gippsland South West
VIC	Warrnambool City Council	\$42,500	\$85,000	\$85,000	\$85,000	SA2: Camperdown, Corangamite North, Corangamite South, Glenelg (VIC) Hamilton (VIC), Moyne East,

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
						Moyne West, Portland, Southern Grampians, Warrnambool North, Warrnambool South
VIC	Whittlesea Community Connections	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Bundoora East, Bundoora North, Bundoora West, Epping, Lalor, Mill Park North, Mill Park South, South Morang, Thomastown, Whittlesea SA3: Whittlesea–Wallan
VIC	Centre for Participation	\$47,500	\$95,000	\$95,000	\$95,000	SA2: Horsham Region, Horsham, Nhill Region, West Wimmera, Yarriambiack
WA	Albany and Regional Volunteer Service	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Albany, Albany Region, Bayonet Head–Lower King, Denmark, Katanning, Little Grove–Elleker, McKail–Willyung, Plantagenet
WA	Kalgoorlie Boulder Volunteer Centre	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Boulder, Kalgoorlie, Kambalda–Coolgardie–Norseman
WA	Peel Volunteer Resource Centre	\$40,000	\$80,000	\$80,000	\$80,000	SA2: Greenfields, Halls Head–Erskine, Mandurah, Mandurah East, Mandurah North, Mandurah South,
WA	Shire of Esperance	\$40,000	\$80,000	\$80,000	\$80,000	SA2: Esperance, Esperance Region

State	Organisation name	2017-18 From 1/1/2018	2018-19	2019-20	2020-21	Service delivery areas
WA	The Roman Catholic Bishop of Geraldton Centacare Family Services	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Geraldton, Geraldton East, Geraldton North, Geraldton South, Irwin, Northampton–Mullewa–Greenough
WA	Volunteer Centre of Western Australia (North Metro)	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Alexander Heights–Koondoola, Balcatta–Hamersley, Balga–Mirrabooka, Girrawheen, Lockridge–Kiara, Marangaroo, Maylands, Morley, Nollamara, Westminster, Tuart Hill–Joondanna
WA	Volunteer Centre of Western Australia (South East Metro)	\$30,000	\$60,000	\$60,000	\$60,000	SA2: Beckenham–Kenwick–Langford, Belmont–Ascot–Redcliffe, Bentley–Wilson–St James, Cannington–Queens Park, East Victoria Park–Carlisle, Gosnells, Maddington–Orange Grove–Martin, Riverview–Kewdale–Cloverdale, Thornlie
WA	Volunteer Centre of Western Australia	\$30,000	\$60,000	\$60,000	\$60,000	SA3: Wheat Belt North, Wheat Belt South
WA	Volunteer Centre of Western Australia (Kimberley)	\$33,000	\$66,000	\$66,000	\$66,000	SA2: Derby–West Kimberley, Halls Creek, Kununurra, Roebuck
WA	Volunteer Centre of Western Australia	\$33,000	\$66,000	\$66,000	\$66,000	SA2: East Pilbara, Karratha, Port Hedland, Roebourne,
WA	Volunteer South West	\$30,000	\$60,000	\$60,000	\$60,000	A2: Australind–Leschenault, Bunbury, Capel, College Grove–Carey Park, Collie, Dardanup, Davenport, Donnybrook–Balingup, Eaton–Pelican Point, Gelorup–Dalyellup–Stratham, Harvey, Koombana,

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this grant if you have not been approached through an invitation to apply.

5. Eligible grant activities

5.1 What can the grant money be used for?

You must use the grant to deliver approved volunteer support services that meet the aims and objectives of the funded activity as defined in your grant agreement.

You can use the grant to pay for:

- staff salaries and on-costs which can be directly attributed to the provision of the grant program 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 program;
- operating and administration expenses directly related to the grant program 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; and
- assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables.

5.2 What the grant money cannot be used for?

You cannot use the grant for the following activities:

- purchase of land
- major capital expenditure
- subsidy of general ongoing administration costs such as electricity, phone and rent
- major construction/capital works
- costs to attend and travel to conferences and training sessions
- overseas travel
- the covering of retrospective costs

- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

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

6. The grant selection process

For the **Volunteer Management Activity** we will use a restricted non-competitive selection process to ensure your capability to continue to deliver **volunteer support services** to the community.

7. The grant application process

7.1 Overview of application process

You must read these grant guidelines, the Service Delivery Plan template and the draft grant agreement prior to submitting 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.

7.2 Application process timing

The Volunteer Management Activity grant opportunity will open on 8 December 2017 and close on 15 December 2017.

The start date for the grant activity is 1 January 2018 and the end date is 30 June 2021. You must spend the grant by the end date shown in your grant agreement.

You must submit your application by the close time of **2:00pm AEDT on 15 December 2017**.

The expected timing for this grant opportunity is shown in the table below. These dates are indicative only and subject to change depending on the number of applications received and any unforeseen circumstances.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 8/12/2017 Close: 2:00pm AEDT 15/12/2017
Processing of applications	2 Days
Approval of outcomes of selection process	2 days
Negotiations and award of grant agreements	30 days
Activity commences	1 January 2018
Payments made to providers	by 31 January 2018
End date	30 June 2021

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.

7.3 Questions during the application process

Only invited applicants' questions will be responded to during the application period, please call the Community Grants Hub on 1800 020 283 or email to support@communitygrants.gov.au.

7.4 Completing the grant application

Service Delivery Plan

You must explain how your organisation will continue to deliver services by completing a Service Delivery Plan, which forms your application.

The Service Delivery Plan captures the commitment of your volunteer support organisation and the services your organisation plans to deliver, in line with Item 2.1 of these Volunteer Management Activity guidelines.

You must complete the Service Delivery Plan, using the template provided as part of the Grant Opportunity Documents on the GrantConnect website.

Once you have completed the Service Delivery Plan, you must submit it via email it to support@communitygrants.gov.au. Please include in the subject line of your email response 2017-1874 Volunteer Management Activity – organisation name. Please keep a copy of your Service Delivery Plan.

8. Review of grant applications

8.1 Who will review applications?

Applications will be reviewed to ensure they meet eligibility requirements

The review 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.

A panel comprised of National and State Office staff, will then consider all applications to ensure the capability of each organisation to continue to deliver volunteer support services to the community and value for money.

In determining the extent to which your volunteer support service represents value for money, the panel will consider the overall objective/s to be achieved in providing the funding.

Service Gaps

If service gaps are identified following the outcome of the Application process and acceptance of Volunteer Management Activity offers, the Department reserves the right to make appropriate and targeted interventions to sustain coverage and ensure adequate servicing, including the direct selection/exclusive invitation of providers to deliver services in an area.

8.2 Who will approve grants?

The delegate will be the Branch Manager of the Multicultural and Communities Branch at the Australian Government Department of Social Services. The policy delegate will make the final decision to approve a grant.

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

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

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

9. Notification of application outcomes

You will be advised of the outcome of your application in writing, following a decision by the Policy delegate. If you are successful, you will also be advised about any specific conditions attached to the grant.

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. Standard terms and conditions for the grant agreement will apply and cannot be changed. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

The Department of Social Services will negotiate agreements with successful applicants within 30 business days of your organisation being notified your application has been successful. **If there are unreasonable delays in finalising** a grant agreement, the grant offer may be withdrawn.

You will be required to:

- Deliver the project and meet the performance reporting and financial acquittal requirements outlined in your grant agreement; and
- Report against the performance indicators through the Department of Social Services Data Exchange.

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

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

10.2 How the grant will be paid

The grant agreement will state the:

- activity requirements;
- maximum grant amount to be paid;
- the payment amount and milestones;
- performance indicators;
- reporting milestones; and
- financial acquittal requirements.

We will make an initial payment on the payment date shown in your grant agreement, when the grant agreement has been executed. We will then make six monthly payments on the dates shown in your grant agreement.

If you incur extra expenditure in delivering the activity, you must pay it yourself.

11. Announcement of grants

If successful, your grant will be listed on the Department of Social Services websites 21 calendar days after the date of effect as required by Section 5.3 of the *Commonwealth Grants Rules and Guidelines 2017*.

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, which includes the standard terms and conditions and any supplementary conditions. The grant agreement will outline the specific grant requirements.

You will be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively;
- 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; and
- ensuring that the grant activity outputs and outcomes are in accordance with the grant agreement.

12.2 The Department of Social Services responsibilities

The Department of Social Services will:

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

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

12.3 Grant payments and GST

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

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

Volunteer Management Activity grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and entered directly into the department's client data capture system, its predecessor or via a DSS approved alternative mechanism. Where collection of client level data is not appropriate for instance due to the activity involving a large group, aggregate reporting will be permitted.

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

The new reporting tool will:

- Be a web based portal
- Allow submission of data through external approved third party applications
- Support submission of data through other approved methods

Performance information required to be collected may include (but is not limited to):

- Client identity characteristics
- Client demographic characteristics
- Service delivery information
- Client outcomes

Activity Work Plan

You will be required to submit an Activity Work Plan, on a template provided by us, within six weeks of the execution of the grant agreement.

Your Activity Work Plan will tell us about the scope of your project, what you will be doing, the proposed outcomes, proposed timeframes for delivery and completion, and how you will measure and evaluate your performance.

Your Activity Work Plan will also show how your organisation will transition towards a new business model with alternative sources of funding beyond 30 June 2021.

The Activity Work Plan can be adapted over time or in circumstances where Government priorities change.

12.5 Evaluation

The Department of Social Services will evaluate the Volunteer Management Activity to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

We will evaluate the performance of the grant recipients, the efficiency of implementation and the effectiveness of the Volunteer Management Activity program in meeting policy outcomes through a:

- Program performance review – a review of whether a program is performing at the optimal level to deliver defined outputs and whether there is scope to improve efficiency and cost effectiveness; and
- Impact evaluation – an assessment of the extent to which the program is achieving the defined policy outcomes.

12.6 Acknowledgement

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

‘This activity received grant funding from the Australian Government.’

13. Probity

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

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 the [GrantConnect](#) and [Community Grants Hub](#) websites.

13.1 Complaints process

Complaints about the Program

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

Complaints about the Process

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

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

Phone: 1800 634 035

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

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

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 07
Email: ombudsman@ombudsman.gov.au
Website: [Commonwealth Ombudsman](#)

13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a [conflict of interest](#), or perceived conflict of interest, if Department of Social Services and the Community Grants Hub staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
- has a relationship with an organisation, or in an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the Program.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the Department of Social Services and the Community Grants Hub in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The panel will be made aware of any conflicts of interest and will handle them as set out in Australian Government policies and procedures. Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct

(Section 13(7)) of the *Public Service Act 1999*. We publish our conflict of interest policy available on the [Community Grant Hub](#) website.

13.3 Privacy: confidentiality and protection of personal information

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

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

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

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

The Australian Government may also use and disclose information about grant applicants and 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 will 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

14. Consultation

In 2017 the Department of Social Services circulated an information paper and held teleconference and face-to-face consultation sessions relating to the redesign of the Strengthening Communities Activity.

General information was also made publicly available on the Department of Social Services website during this time.

All feedback provided through this process has been considered by the Department of Social Services.

On 19 June 2017, the Australian Government agreed to continue funding the Volunteer Management Activity, for a further three and a half years, until 30 June 2021.

15. Glossary

Term	Definition
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.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
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.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:

Term	Definition
	a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Sets out the relationship between the parties to the agreement, and specifies the details of the grant.
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities
grantee	An individual/organisation that has been awarded a grant.
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 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.