

Families and Communities Program Reconnect Grant Opportunity Guidelines

Opening date:	28 February 2018
Closing date and time:	2pm AEDT on 28 March 2018
Commonwealth policy entity:	Department of Social Services
Enquiries:	If you have any questions, please contact Community Grants Hub Phone: 1800 020 283 Email: support@communitygrants.gov.au
	Questions should be sent no later than Monday 19 March 2018
Date guidelines released:	28 February 2018
Type of grant opportunity:	Restricted non-competitive

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1. Families and Communities: Reconnect Program Processes

The Reconnect Grant Opportunity is designed to achieve Australian Government objectives

This grant opportunity is part of the Reconnect Program that contributes to the **Department of Social Services'** Outcome 2: Families and Communities, Program 2.1 Families and Communities. The **Department of Social Services** works with stakeholders to plan and design the Reconnect 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 of any changes.



We review all grant applications

We check applications against eligibility criteria and notify you if you are not eligible. We then review your Service Delivery Plan including an overall consideration of the value with relevant money.



We make grant recommendations

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.



We enter into a grant agreement

We will enter into a grant 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 as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the Reconnect grant

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

1.1 Role of the Community Grants Hub

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

1.2 About the Reconnect Program

The Reconnect Program is a community based early intervention and prevention program for young people aged 12 to 18 years (or 12 to 21 years in the case of newly arrived youth) who are homeless or at risk of homelessness, and their families.

Reconnect is well regarded and recognised as contributing to better outcomes that improve the lives of vulnerable young Australians who are homeless or at risk of homelessness.

The aim of Reconnect is to prevent homelessness by intervening early with families and young people to stabilise and improve their housing situation and improve their level of engagement with family, work, education, training, employment and their local community.

Reconnect services provide counselling, group work, mediation and practical support to the whole family, to help break the cycle of homelessness. Reconnect providers also purchase other services to meet the individual needs of clients, such as specialised mental health services.

Reconnect workers use a range of interventions and strategies with a young person and their whole family to help break the cycle of homelessness. Examples of approaches typically used by Reconnect workers include:

- assessment and goal setting
- case management
- referral
- advocacy

- counselling (individual and family)
- mediation
- group work
- outreach
- practical support
- brokerage
- therapies (individual and family)
- collaboration with other services (specialists, community stakeholders and networks)

Reconnect services can accept referrals from any source. Reconnect services should maintain effective linkages with appropriate agencies in their local community to assist with making appropriate and effective referrals. Participants may be self-referred or referred from a range of sources including:

- schools, education and training organisations
- family and caregivers
- friends
- non-government community agencies
- Centrelink
- juvenile justice agencies
- police or legal units
- child protection agencies
- youth refuge, youth housing or accommodation services
- medical services
- mental health services
- other government departments
- within your organisation

The Reconnect Program is a component of Outcome 2: Families and Communities, Program 2.1 Families and Communities. 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 Reconnect Program contributes to Outcome 2: Families and Communities through intervening early to prevent youth homelessness and help young people stabilise their living arrangements, improve family functioning, maintain their connection to education and improve employment prospects.

The Australian Government currently funds 70 organisations to deliver 102 Reconnect services.

The Reconnect grant opportunity will be undertaken according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).

Strengthening early intervention and prevention services

From 1 July 2018, the focus of the Reconnect Program will be on early intervention and prevention. Refocusing early intervention and prevention will mean more young people in need of assistance are identified early and have access to services before they become homeless or disengaged and before problems compound. This is a more efficient and effective approach in preventing homelessness.

Reconnect services are expected to work collaboratively with schools and a range of core services to increase the early intervention capacity of the service system and make sure all clients presenting or being referred to Reconnect either receive assistance or are directed to more appropriate services.

Reconnect services are expected to ensure their services are known in their local area, this may include expanding their outreach component, with the aim of early identification of those at risk of homelessness.

1.2.1 Reconnect objectives

Reconnect objectives include:

- young people re-engage or strengthen their engagement with education or training, the community and employment, including:
 - increased school attendance
 - finish school or training
 - smooth transition from primary to secondary school or further education
 - increased social connectedness, such as with sporting groups
 - improved employment opportunities
- family reconciliation, wherever practicable and safe, between homeless young people, or those at risk of homelessness and their family. Family reconciliation includes:
 - the young person returns home
 - ongoing positive family relationships are created which provide the young person with emotional and physical support
 - conflict is reduced or dealt with more positively

- reconciling the young person with other family members, for example with grandparents or siblings
- both parent(s) and the young person accepting that independence is appropriate for the young person
- establishing a viable support system for the independent young person that includes a member of their family
- fewer entries into homelessness including:
 - preventing homelessness
 - effective early intervention for people who have recently been homeless
 - more young people in safe, secure and stable housing
- improved wellbeing and mental health including:
 - improved sense of self and positive self-worth
 - young people are more resilient, feel supported and are self sufficient

1.2.2 Reconnect outcomes

Reconnect is intended to help young people who are homeless or at risk of homelessness stabilise their living situation, achieve family reconciliation wherever practicable, and improve their level of engagement with work, education, training, employment and the community.

1.3 About the Reconnect grant opportunity

These guidelines contain information for Reconnect grants.

This document sets out:

- the purpose of the grant opportunity
- the eligibility criteria
- how grant applications are monitored and evaluated
- responsibilities and expectations in relation to the grant opportunity.

You must read this document before filling out an application.

2. Grant amount

Reconnect services at **Appendix A** will be offered new three year funding agreements (1 July 2018 to 30 June 2021), with the option to extend funding for a further two years. The option to extend is subject to providers meeting performance objectives outlined in a performance framework and in funding agreements.

Between \$105 million and \$117 million is available for the Reconnect Program over five years (1 July 2018 to 30 June 2023).

- Between \$65 million and \$70 million is available across Reconnect services for the first three years (1 July 2018 to 30 June 2021)
- Between \$40 million and \$47 million is available across Reconnect services for the last two years (1 July 2021 to 30 June 2023)

The final amount of funding available is subject to reductions from the efficiency dividend and increases from indexation, which is determined through the Australian Government's Budget process.

Efficiency dividend

An efficiency dividend has applied to the operations of the Australian Public Service for a number of years, this also applies to a range of activities including the Reconnect Program.

In the 2016-17 Budget^[1], the Australian Government confirmed the standard 1 per cent efficiency dividend will be increased by the following rates:

- 1.5 per cent in 2017-18
- 1 per cent in 2018-19
- 0.5 per cent in 2019-20
- returning to 1 per cent in 2020-21

Reconnect grant recipients should note the rate of the efficiency dividend is subject to change.

Social and Community Services supplementation

Reconnect grant recipients may be eligible to receive Social and Community Services supplementation. Further information is available on the [Department of Social Services](#) website.

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 to apply, you must be an organisation currently delivering Reconnect services, listed at **Appendix A** and have received an invitation to apply through GrantConnect.

Eligible candidates are being invited to apply for a Reconnect grant opportunity based on their experience of representing, and achieving strong results for young people across Australia who are homeless or at risk of homelessness and their families, including to Indigenous or newly arrived youth.

Eligible candidates have specialist expertise in, and knowledge of, youth homelessness and the unique issues facing communities where there are high numbers of youth at risk of homelessness across Australia.

^[1] Refer to 2016-17 Budget Paper No.2, Part 2: Expense Measures, page 71 on the [Budget 2016-17](#) website.

Eligible candidates are known to have exceptional networks and influence within the specialised service sector. This reflects that the success of the Reconnect Program relies on the ability of the eligible candidates to engage and influence the existing Commonwealth, state and territory service footprint.

No further organisations will be invited to apply.

3.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this grant opportunity if you have not been approached through an invitation to apply and are not listed as an eligible candidate at **Appendix A**.

3.3 What qualifications or skills are required?

If you are approached to apply for a Reconnect grant under this grant opportunity, and accept a grant, you will need to make sure that the staff working on the grant maintain the following skills and registrations:

- Working with Vulnerable People Check registration

All Reconnect workers should have the following attributes, personal skills, experience and knowledge:

- genuine commitment to helping young people and their families who are homeless or at risk of homelessness, and a capacity to relate to them with dignity and respect
- ability to think and act calmly and deal sensitively with distress and unpredictable behaviour
- ability to promote the rights and responsibilities of young people who are homeless or at risk of homelessness and their families
- effective listening and communication
- compassion, patience and ability to empathise and be non-judgmental
- knowledge of when to seek help in supervision and how to work in a team environment
- creative approach to problem solving
- promotion of ethical behaviour and anti-discriminatory practice that treats consumers, family and staff with dignity and respect, and balances the right to privacy and confidentiality with duty of care
- cultural competence
- ability to work safely
- knowledge of local community resources

4. Eligible grant activities

4.1 What can the grant money be used for?

The grant may be used for:

- staff salaries and on-costs which can be directly attributed to the provision of the Reconnect 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 Reconnect Program
- operating and administration expenses directly related to the delivery of Reconnect services, 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 that can be reasonably attributed to meeting agreement deliverables

You can only spend grant funds on eligible grant activities as defined in your grant agreement.

4.2 What the grant money cannot be used for?

You **cannot** use the grant for:

- service and management fees
- purchase of land
- major capital expenditure
- covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent not related to delivering Reconnect services
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility

We cannot provide a grant if you receive funding from another government source for the same purpose.

5. The grant selection process

Candidates listed at **Appendix A** are invited to submit a Service Delivery Plan. Each Reconnect service is required to have an individual Service Delivery Plan that shows how early intervention and prevention services will be delivered, including any planned improvements to the Reconnect service.

6. The grant application process

6.1 Overview of application process

You must read these grant guidelines, the Service Delivery Plan, and the grant agreement terms and conditions 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.

6.2 Application process timing

The Reconnect grant opportunity will open on **28 February 2018** and close on **28 March 2018**.

The commencement date for the grant is 1 July 2018 and the completion date is 30 June 2021. You must spend the grant by the completion date shown in your grant agreement.

There is an option for a further two years of funding (1 July 2021 to 30 June 2023) for providers meeting performance objectives outlined in the performance framework and in funding agreements.

You must submit your application by 2pm (AEDT) on 28 March 2018.

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: 28 February 2018 Close: 2pm AEDT 28 March 2018
Processing of applications	28 days
Approval of outcomes of selection process	21 days
Negotiations and award of grant agreements	mid May 2018
Grant commencement date	1 July 2018

Activity	Timeframe
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
- death or disability of key personnel

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

6.3 Completing the grant application

Service Delivery Plan

You must explain how your organisation will deliver Reconnect services by completing a Service Delivery Plan, which forms your application. The Service Delivery Plan captures the commitment and capability of your organisation to deliver early intervention and prevention services, including planned improvements to your Reconnect service(s).

You must complete a Service Delivery Plan for each Reconnect service your organisation delivers using the template provided as part of the Grant Opportunity Documents on the [GrantConnect](#) website. Service Delivery Plans not submitted in the template provided, will not be accepted.

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 2017-1087 Reconnect Program – [organisation name]. Please keep a copy of your Service Delivery Plan.

6.4 Questions during the application process

Only invited applicants' 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.

The question and answer period will close at **5:00pm AEDT on 19 March 2018**. Following this time, only questions relating to using and/or submitting the application form will be answered.

6.5 Further grant opportunities

In the event there are insufficient applications to meet Reconnect Program objectives within the targeted services, the Department of Social Services reserves the right to undertake an open selection process.

7. Review of grant applications

7.1 Who will review applications?

Applications will be reviewed to ensure they meet eligibility requirements.

The review team will be comprised of staff in the Department of Social Services.

If the selection process identifies that additional information or clarification is required, you may be contacted to provide further information.

In determining the extent to which your Reconnect service represents value with relevant money, the review team will consider the overall objective/s to be achieved in providing the funding.

7.2 Who will approve grants?

The policy delegate will be the Branch Manager of Housing Programs and Homelessness Branch at the Australian Government Department of Social Services. The Branch Manager 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
- the grant funding amount to be awarded
- the terms and conditions of the grant

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

8. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Branch Manager. You will also be advised about any specific conditions attached to the grant.

9. Successful grant applications

9.1 The grant agreement

To receive the grant, you must enter into a legally binding grant agreement with the Commonwealth represented by the Department of Social Services. The Department of Social Services will use the [Commonwealth Grant Agreement](#). 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.

You will be required to:

- deliver the Reconnect service and meet the performance reporting and financial acquittal requirements outlined in your grant agreement

The Department of Social Services will negotiate agreements with successful applicants. If there are unreasonable delays in finalising a grant agreement, the grant offer may be withdrawn and the grant may be awarded to a different applicant.

Where a grant recipient fails to meet the obligations of the grant agreement, the Department of Social Services may:

- terminate the grant agreement
- shorten the grant funding period
- withhold payment until the issue is resolved

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

9.2 How the grant will be paid

The grant agreement will state the:

- requirements for delivering Reconnect services
- maximum grant amount to be paid
- the payment amount and milestones
- performance indicators
- reporting milestones
- financial acquittal requirements

We will make an initial payment on the 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 eligible expenditure in delivering the Reconnect service, you must pay it yourself.

10. Announcement of grants

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

11. Delivery of the grant

11.1 Your responsibilities

If successful, you must carry out the grant 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 must comply with all relevant laws, including but not limited to the:

- *Disability Services Act 1986*
- *Social Security Act 1991*
- *National Health Act 1953*
- *National Disability Insurance Scheme Act 2013*
- *Fair Work Act 2009*
- *Workplace Gender Equality Act 2012* (if relevant)

You will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the Reconnect Program 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 Reconnect Program evaluation as necessary for the period specified in the grant agreement
- ensuring the Reconnect Program outputs and outcomes are in accordance with the grant agreement

11.2 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 grant recipient's performance

We will monitor the progress of your grant by assessing performance 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.

11.3 Grant payments and GST

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

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.

11.4 Reporting

11.4.1 Data Exchange Partnership Approach

To be better informed on the effectiveness of Reconnect services, , from 1 July 2018, all Reconnect grant recipients will be required to participate in the partnership approach under the Data Exchange (the Department of Social Services' IT system for recording performance).

Participation in the partnership approach is a requirement of funding.

The partnership approach will improve the data available to the Department of Social Services for all Reconnect grants.

The main focus of the partnership approach is collecting information about the outcomes achieved by clients. Client outcomes can be achieved in a variety of different ways and progressively over different periods of time.

The partnership approach includes a Standard Client/Community Outcomes Reporting (SCORE) element, which has been designed to collect information in ways that do not impose additional administrative costs on providers. There are four different types of outcomes measured through SCORE to help tell the story of what has been achieved. The following SCORE components and domains are important for Reconnect:

- **Circumstance:** community participation and networks; employment, education and training; family functioning; housing; and mental health; wellbeing and self-care
- **Goal:** changed knowledge and access to information; changed behaviours; changed confidence to make own decisions; changed engagement with relevant support service; changed impact of immediate crisis; changed skills
- **Satisfaction:** satisfied with the service received; the service listened and understood the issues of the client; better able to deal with issue that client sought help with

The partnership approach also includes some extended data items that provide additional information about clients. For Reconnect, the homelessness indicator is important.

Data must be provided in accordance with the Data Exchange Protocols available on the [Department of Social Services](#) website.

It is expected participation in the partnership approach will support organisations to be better informed and connected to other services.

The Department of Social Services will use data from the partnership approach as part of its evaluation of provider performance to determine future funding, see Section 11.5 Monitoring and evaluation for further information.

11.4.2 Service Stocktake

The Service Stocktake is a reporting requirement in all Department of Social Services' grant agreements. It covers compliance reporting and gives grant recipients an opportunity to share stories of success or any challenges experienced in delivering the funded service.

Participation in the Service Stocktake is a requirement of funding. Reconnect grant recipients will complete the Service Stocktake annually.

11.5 Monitoring and evaluation

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

Ongoing monitoring and evaluation is important in ensuring early intervention and prevention services are effective and responsive to the needs of clients, and to determine whether Reconnect grant recipients are meeting performance objectives.

The Department will monitor performance using a number of mechanisms, which could include site visits, direct feedback from participants or other evaluative processes to assess efficiency and effectiveness of the Reconnect Program. Your grant agreement requires you to provide information to help with this.

A full evaluation against a performance framework of provider performance will take place in the third year of funding (1 July 2020 – 30 June 2021). The performance framework will be developed in partnership with Reconnect providers in the lead-up to 1 July 2018. The performance framework will have a focus on achieving outcomes in community participation and networks; employment, education and training; family functioning; housing; and mental health and wellbeing.

11.6 Acknowledgement

Reconnect services are encouraged to use Reconnect branding to assist related services to facilitate the improvement of referrals.

Whenever Reconnect branding is used, the publication must also acknowledge the Commonwealth as follows:

'The Reconnect Program received grant funding from the Australian Government.'

12. Probity

The Australian Government will make sure that the Reconnect 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 the Department of Social Services. When this happens the revised guidelines will be published on the [Community Grants Hub](#) and [GrantConnect](#) websites.

12.1 Complaints process

Complaints about the Reconnect Program

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

Any questions you have about grant decisions for the Reconnect Program should be sent to support@communitygrants.gov.au.

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 through the following channels:

Phone: 1800 634 035

Mail: Community Grants Hub Complaints
GPO Box 9820
Canberra ACT 2601

Further information about lodging a complaint is available on the [Department of Social Services](#) website.

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

12.2 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 the 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 relationship with, or in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed grant 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 Reconnect 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 Assessment Team 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.

12.3 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 Reconnect Program. 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 Reconnect 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:

- the committee and other Commonwealth employees and contractors to help us manage the Reconnect Program effectively
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery
- other Commonwealth, State, Territory or local government agencies in program reports and consultations

- the Auditor-General, Ombudsman or Privacy Commissioner
- the responsible Minister or Parliamentary Secretary
- a House or a Committee of the Australian Parliament

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*

The Department of Social Services 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.

12.4 Freedom of information

All documents in the possession of the Australian Government, including those about the Reconnect 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. Consultation

The Department of Social Services is committed to consulting fully with Reconnect providers to ensure there is a common approach taken to any reforms to the Reconnect Program.

First phase of consultations

Consultations were held in March 2017 with Reconnect providers regarding their views of how well the Reconnect Program was achieving its aims and any areas for improvement.

Discussions with Reconnect providers indicated there were additional benefits in re-emphasising the early intervention and prevention aspects of the program. There was overwhelming support that focusing on early intervention and prevention aspects of the program was necessary to achieve greater economic and social benefits of early homelessness prevention.

Second phase of consultations

Further consultations were held during May and June 2017 with Reconnect providers, state government officials and related services to explore ways to strengthen the early intervention and prevention aspects of the Reconnect Program. The Department of Social Services also conducted small group discussions with young people who accessed a Reconnect service.

At the consultations, there was strong support for the Reconnect Program and for maintaining its core elements. Feedback from the consultations indicated the Reconnect Program is well regarded and recognised as delivering good outcomes for clients. There was overwhelming support to refocus early intervention and prevention aspects of the Reconnect Program to better meet its aims of preventing youth homelessness.

Information sessions

Information sessions were held with existing Reconnect providers during November and December 2017. The purpose of the information sessions was to discuss how future funding arrangements from 1 July 2018 would have a focus on strengthening early intervention and prevention.

14. Glossary

Term	Definition
Commencement date	The expected start date for the grant.
Completion date	The expected date the grant must be completed and the grant funding 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.
Eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant.
Eligible candidate	Candidates eligible to apply for the Reconnect grant opportunity.
Grant	<p>A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> a) under which relevant money or other CRF money, is to be paid to a grant recipient other than the Commonwealth b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grant recipient achieve its objectives
Grant activity	The program / tasks / services that the grant recipient 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.

Term	Definition
Grant recipient	An individual/organisation that has been awarded a grant.
Policy delegate	The person who makes a decision to award a grant.
Reconnect service	There are 102 Reconnect services delivered nationally under the Reconnect Program.
Selection process	The method used to select grant recipients. This process may involve the assessment of applications against the eligibility criteria and/or the assessment criteria.
Service Delivery Plan	Part of the application process that captures the capacity and commitment of eligible candidates to deliver the Reconnect Program.

Appendix A: Existing Reconnect services

Reconnect service	Grant recipient	Service area
New South Wales		
Armidale Reconnect	EACH	Armidale, Inverell, Tenterfield
Bankstown / Auburn / Parramatta / Blacktown Reconnect	Anglicare Community Services	Western Sydney
Bega Reconnect	Campbell Page Limited	Bega, South Coast of NSW
Blacktown Reconnect	The Trustee for the Salvation Army (NSW) Property Trust	Blacktown
Boonjaga Munggura Eurobodalla Aboriginal Reconnect	Campbell Page Limited	Eurobodalla
Bourke / Brewarrina Reconnect	The Trustees of the Roman Catholic Church for the Diocese of Wilcannia-Forbes	Bourke, Brewarrina
Broken Hill Reconnect	Mission Australia	Broken Hill
Canterbury / Marrickville Reconnect	Barnardos Australia	Inner West
Central West Reconnect	Roman Catholic Church for the Archdiocese of Canberra and Goulburn as Trustees for CatholicCare	Orange Region
Cobar / Nyngan / Warren Reconnect	Barnardos Australia	Cobar, Nyngan – Warren
Coonabarabran / Coonamble Reconnect	MacKillop Family Services Limited	Coonabarabran, Cobar
Dubbo Reconnect	The Uniting Church in Australia Property Trust (NSW)	Dubbo
Fairfield / Liverpool Reconnect	Anglicare Community Services	Western Sydney

Reconnect service	Grant recipient	Service area
Inner City Reconnect	Mission Australia	Inner Sydney
Kempsey / Hastings Reconnect	EACH	Port Macquarie
Macarthur Reconnect	The Uniting Church in Australia Property Trust (NSW)	Outer South West Sydney
Mental Health Reconnect	The Trustee for the Salvation Army (NSW) Property Trust	Sutherland Shire
Mudgee Reconnect	Barnardos Australia	Mudgee Region
Nambucca Bellingen Reconnect	Lifetime Connect Inc	Bellingen, Macksville, Nambucca
Narrabri / Gunnedah Reconnect	Tamworth Family Support Service Inc	Gunnedah, Narrabri Region
Penrith Reconnect	Wesley Community Services Limited	Penrith, Blue Mountains
RAPT Reconnect	The Uniting Church in Australia Property Trust (NSW)	Gosford, Wyong
Resourcing Adolescent and Families Team	Southern Youth and Family Services Limited	Dapto, Port Kembla, Wollongong
Samaritans Reconnect	Samaritans Foundation Diocese of Newcastle	Newcastle Region, Cessnock, Maitland
Social Futures	Social Futures	Dorrigo, Clarence Valley, Tweed, Richmond
St George Reconnect	St George Youth Services	South East Sydney
Twenty 10 Reconnect	The Twenty-Ten Association Incorporated	Inner Sydney
Vinnies Reconnect	St Vincent de Paul Society NSW	Deniliquin, Hay, Moama

Reconnect service	Grant recipient	Service area
Walgett Reconnect	Mackillop Family Services Limited	Walgett
Wellington Reconnect	Barnardos Australia	Wellington, Narromine
Australian Capital Territory		
Gugan Gulwan Reconnect	Gugan Gulwan Youth Aboriginal Corporation	Statewide
Multicultural Youth Service	Queanbeyan Multilingual Centre Inc	Statewide
Reconnect ACT	Roman Catholic Church for the Archdiocese of Canberra and Goulburn as Trustees for CatholicCare	Statewide
Northern Territory		
Connect Darwin	Anglicare N.T. LTD.	Darwin Region
Connect East Arnhem Land Reconnect	Anglicare N.T. LTD.	East Arnhem
Connect Palmerston	Anglicare N.T. LTD.	Palmerston
Melaleuca Refugee Centre	Melaleuca Refugee Centre Torture & Trauma Survivor's Service of the NT Inc	Darwin Region
Reconnect Alice Springs	The Gap Youth and Community Centre Aboriginal Corporation	Alice Springs Region
Waltja Remote Reconnect Service	Waltja Tjutangku Palyapayi	Alice Springs Region
Queensland		
Bridges Reconnect	Lutheran Church of Australia Queensland District	Logan, East Brisbane, Eagleby, Inner Brisbane

Reconnect service	Grant recipient	Service area
Caboolture Intercept Reconnect	Lutheran Church of Australia Queensland District	Margate, Scarborough, Bribie, Caboolture, Narangba, Burpengary
Caloundra Reconnect	IFYS Limited	Caloundra Region
Career Employment Australia	Career Employment Australia	Ipswich, Brisbane, Logan, Brassall,
Cherbourg-Murgon Reconnect	South Burnett CTC Inc	Kingaroy Region
Fraser Coast Reconnect	The Hervey Bay Neighbourhood Centre Incorporated	Burrum, Maryborough, Hervey Bay
Gladstone Reconnect	Roseberry Community Services Limited	Gladstone Region
Inala to Ipswich Reconnect	The Corporation of the Synod of the Diocese of Brisbane	Inala Region, Ipswich Region
Mt Isa Reconnect	Roman Catholic Trust Corporation for Diocese of Townsville	Mount Isa
MultiLink Reconnect	Multilink Community Services Inc	Logan
North Brisbane Reconnect	Community Living Assn Inc	Albion, Chermside, Newmarket, Newstead, Nudgee, Nundah, Stafford, Wavell Heights, Wilston, Windsor, Zillmere
Open Doors Youth Service	Open Doors Youth Service Inc.	Brisbane, Gold Coast, Ipswich, Logan, Moreton Bay, Sunshine Coast
Reconnect Crucial Connection	Sisters Inside Inc	Brisbane, Gold Coast, Ipswich, Logan, Moreton Bay, Sunshine Coast
Reconnect Gold Coast	Mission Australia	Gold Coast Region

Reconnect service	Grant recipient	Service area
Reconnect Rockhampton / Yeppoon / Mt Morgan	Darumbal Community Youth Services Inc	Berserker, Emu Park, Gracemere, Lakes Creek, Mount Morgan, Park Avenue, Rockhampton,
Reconnect Toowoomba	Mission Australia	Darling Heights, Gatton, Lockyer Valley, Toowoomba, Rangeville
Townsville Reconnect	Queensland Youth Services Inc	Townsville Region
South Australia		
Aboriginal Prisoners and Support Services (specialist Indigenous service)	Aboriginal Prisoners and Support Services Aboriginal Corporation	Adelaide City, Burnside, Playford, Port Adelaide, Prospect, Walkerville, Salisbury, Unley, Tea Tree Gully, Adelaide – South, Adelaide – West
Newly Arrived Youth Specialist	Anglicare SA Ltd	Aldgate, Adelaide City, Playford, Port Adelaide, Salisbury, Tea Tree Gully, Unley, Adelaide South, Adelaide – West
Reconnect Mental Health Service, Centacare (specialist mental health service)	Catholic Church Endowment Society Inc	Aldgate, Adelaide City, Burnside, Playford, Port Adelaide, Salisbury, Tea Tree Gully, Unley
Reconnect Murray Mallee	Anglican Community Care Incorporated	Murray Bridge Region, the Coorong, Waikerie
Reconnect Playford	Anglicare SA Ltd	Playford
Reconnect Port Adelaide Enfield	City of Port Adelaide Enfield	Port Adelaide, Dry Creek, The Parks, Semaphore, Largs Bay
Reconnect Port Pirie and Port Augusta	Uniting Country SA Incorporated	Port Pirie Region, Port Augusta
Salisbury Reconnect	Uniting Communities Incorporated	Ingle Farm, Parafield, Paralowie, Salisbury

Reconnect service	Grant recipient	Service area
South East Asian Reconnect (SE Asian specialist – Vietnamese, Cambodian and Chinese)	Multicultural Communities Council of SA Inc	Adelaide City, Aldgate, Uraidla, Summertown, Playford, Salisbury, Tea Tree Gully, Unley
Southern Early Intervention Service – Onkaparinga	Mission Australia	Aldinba, Christie Downs, Coromandel Valley, Flagstaff Hill, Lonsdale, McLaren Vale, Morphett Vale, Seaford, Willunga
Whyalla Reconnect	Mission Australia	Flinders Ranges, Whyalla
Tasmania		
Colony 47	Colony 47 Inc	Hobart, South East Tasmania
Reconnect North West Tasmania	Anglicare Tasmania Inc	West and North West
Reconnect Northern Tasmania	Relationships Australia Tasmania	Launceston, North East Tasmania
Victoria		
Bendigo Reconnect Anglicare Victoria	Anglicare Victoria	Bendigo, Castlemaine, Heathcote, Maryborough
Central Highlands Reconnect	Berry Street Victoria Incorporated	Alfredton, Bacchus Marsh, Ballarat, Buninyong, Delacombe, Golden Plains
CMY Reconnect	Centre for Multicultural Youth	Dandenong Region, Keysborough, Noble Park, Springvale, Brimbank, Casey, Essendon, Keilor, Sunbury, Wyndham
Crossroads Reconnect	The Trustee for the Salvation Army Victoria Property Trust	Brunswick, Coburg, Moreland, Sunbury, Tullamarine, Broadmeadows
EACH Wilderness Reconnect	EACH	Statewide
EACH Wilderness Reconnect	EACH	Statewide

Reconnect service	Grant recipient	Service area
East Gippsland Reconnect	Gippsland Lakes Community Health	Gippsland – East
Geelong Reconnect	MacKillop Family Services Limited	Belmont, Corio, Geelong, Lara, Leopold, Newcomb, Winchelsea, Surf Coast, Bellarine Peninsula
Gippsland Reconnect	Quantum Support Services Inc	Baw Baw, Latrobe Valley
KITS Reconnect	Nillumbik Community Health Service Ltd	Eltham, Hurstbridge, North Warrandyte, Banyule
Melbourne Gateway Reconnect	Melbourne City Mission	Port Melbourne, Melbourne City
Melton Youth Services	Melton City Council	Caroline Springs, Hillside, Melton, Taylors Hill
NESAY Reconnect	North East Support and Action for Youth Incorporated	Benalla, Bright, Mount Beauty, Mansfield, Myrtleford, Wangaratta, Moira
Peninsula Youth and Family Services	The Trustee for the Salvation Army Victoria Property Trust	Mornington Peninsula
Reconnect Central North Uniting	The Uniting Church in Australia Property Trust (Victoria)	Bundoora, Epping, Lalor, Mill Park, Whittlesea, Darebin, Yarra
Reconnect Program Connections	The Uniting Church in Australia Property Trust (Victoria)	Dandenong, Keysborough, Noble Park, Springvale, Casey
Reconnect Shepparton	The Uniting Church in Australia Property Trust (Victoria)	Shepparton
Reconnect West Uniting Wyndham	The Uniting Church in Australia Property Trust (Victoria)	Hobsons Bay, Wyndham
Western Reconnect Melbourne City Mission	Melbourne City Mission	Brimbank, Essendon, Keilor, Maribyrnong

Reconnect service	Grant recipient	Service area
Youth Support and Advocacy Services (specialist drug and alcohol service)	YSAS Pty Ltd	Knox, Maroondah, Monash, Whitehorse, Inner East Melbourne
Western Australia		
Accordwest	Agencies for South West Accommodation Inc	Australind – Leschenault , Bunbury, Dardanup, Margaret River, Busselton
Albany Youth Support Association	Albany Youth Support Association	Albany, Denmark, Plantagenet, Little Grove, Elleker
Association for Services to Torture and Trauma Survivors	Association for Services to Torture and Trauma Survivors (ASSETTS) Inc	Bayswater, Maylands, Morley, Mount Lawley, Inglewood, Noranda, Stirling, Wanneroo
Broome Youth and Families Hub	Broome Youth and Families Hub Incorporated	Broome, Roebuck
Mercy Reconnect (Central North Metro)	Mercy Community Services Inc.	Mount Lawley, Inglewood, Stirling, Swan, Wanneroo
Mercy Reconnect (North West Coastal Metro)	Mercy Community Services Inc.	Joondalup, Wanneroo
Mercy Reconnect (South East Metro)	Mercy Community Services Inc.	Armadale, Gosnells
Mercy Reconnect (South West Coastal Metro)	Mercy Community Services Inc.	Cockburn, Fremantle, Kwinana, Rockingham
Mission Australia Reconnect Peel	Mission Australia	Murray, Waroona, Mandurah
Outcare Reconnect	Outcare Inc.	Mount Lawley, Inglewood, North West Perth
Parkerville Reconnect	Parkerville Children & Youth Care Inc	Belmont, Victoria Park, Kalamunda, Swan
Save the Children	Save the Children Australia as Trustee for Save the Children Australia Trust	Armadale, Canning, Gosnells

