

Families and Communities Service Improvement Activity Guidelines

Opening date:	15 March 2018
Closing date and time:	2:00pm AEST on 13 April 2018
Commonwealth policy entity:	Department of Social Services
Enquiries:	If you have any questions, please contact the Community Grants Hub by phone on 1800 020 283 or by email at support@communitygrants.gov.au . Questions should be sent no later than 6 April 2018
Date guidelines released:	15 March 2018
Type of grant opportunity:	Restricted competitive

Contents

1. Families and Communities Service Improvement (FCSI) Activity Grant Opportunity Processes	4
1.1 Role of the Community Grants Hub	5
1.2 About the Families and Communities Service Improvement Activity	5
1.3 About the Grant Opportunity	6
1.4 Grant opportunity outcomes	6
2. Grant amount	7
2.1 SACS Supplementation	8
3. Grant eligibility criteria	8
3.1 Who is eligible to apply for a grant?	8
3.2 Who is not eligible to apply for a grant?	9
4. Eligible grant activities	9
4.1 What can the grant money be used for?	9
4.2 What the grant money cannot be used for?	10
5. The grant selection process	11
6. The assessment criteria	11
7. The grant application process	12
7.1 Overview of application process	12
7.2 Application process timing	13
7.3 Completing the grant application	14
7.4 Attachments to the application	14
7.5 Questions during the application process	15
8. Assessment of grant applications	15
8.1 Who will approve grants?	15
9. Notification of application outcomes	16
9.1 Feedback on your application	16
10. Successful grant applications	16
10.1 The grant agreement	16
10.2 How the grant will be paid	16

11. Announcement of grants	17
12. Delivery of grant activities	17
12.1 Your responsibilities	17
12.2 Department of Social Services responsibilities	18
12.3 Grant payments and GST	18
12.4 Reporting	18
12.5 Evaluation	19
12.6 Acknowledgement	19
12.7 Multicultural Access and Equity	19
13. Probity	19
13.1 Complaints process	19
13.2 Conflict of interest	20
13.3 Privacy: confidentiality and protection of personal information	21
13.4 Freedom of information	22
14. Consultation	23
15. Glossary	23

1. Families and Communities Service Improvement (FCSI) Activity Grant Opportunity Processes

The FCSI Activity is designed to achieve Australian Government objectives

This grant opportunity is part of the above Grant Activity which contributes to the Department of Social Services Outcome 2.1: Families and Communities Program. 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 the GrantConnect and [Community Grants Hub](#) websites.



You complete and submit a grant application

You must read these grant guidelines before you submit your application. 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 assess all grant applications

We assess the applications against eligibility criteria and notify you if you are not eligible. Where there are additional assessment criteria we then assess your application against the assessment criteria including an overall consideration of value for money and compare it to other applications.



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 may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



We enter into a grant agreement or a letter of 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 Families and Communities Service Improvement Activity

We evaluate the specific grant activity and 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 Families and Communities Service Improvement Activity

The Department of Social Services (the Department) funds organisations to develop and maintain a cohesive Australian community and improve independence and self-sufficiency, recognising that government contributions are only one source of funding for the operation of community services.

The Families and Communities Service Improvement (FCSI) Activity is an element of the Families and Communities Program. The Families and Communities Program aims to strengthen relationships, support families, improve wellbeing 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 into the community.

The seven Activities listed below make up the Families and Communities Program and support the Australian Government's priorities and responsibilities:

- Families and Communities Service Improvement
- Financial Wellbeing and Capability
- Families and Children
- Strengthening Communities
- Settlement Services
- Civil Society
- National Initiatives

The FCSI Activity will run over three years from 1 July 2018 to 30 June 2021.

The FCSI Activity provides funding to eligible peak and representative organisations to inform the Australian Government's social policy and to support and encourage the continuous improvement of Government funded services.

The FCSI Activity will be undertaken according to the *Commonwealth Grants Rules and Guidelines 2017* ([CGRGs](#)).

1.3 About the Grant Opportunity

These guidelines contain information for the FCSI Activity grants.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- how grant applications are checked and assessed
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

1.4 Grant opportunity outcomes

The FCSI Activity grant opportunity aims to inform the Australian Government's social policy and to support and encourage the continuous improvement of Government grant funded services, by keeping them informed of the Government's policies. This will be achieved through:

- contributing to/providing feedback on the Government's social policy and the Department of Social Services' families and communities policy and issues impacting the sector (for example through providing submissions to Australian Government inquiries and reviews, and responding to policy papers provided by the Department of Social Services)
- facilitating engagement between the Department of Social Services and the sector (including the not-for-profit sector, research sector, business community, philanthropic organisations, and Indigenous and culturally and linguistically diverse communities) on issues about the Government's social policy and the Department of Social Services' families and communities programs or policies
- communicating information about the Government's social policy and the Department of Social Services' families and communities programs and policies to peak body members and the sectors they represent
- conducting research into areas that relate to the Government's social policy and the Department of Social Services' families and communities programs or policies
- conducting evaluations to inform policy development relating to the Government's social policy and the Department of Social Services' families and communities programs or policies (for example new service model pilots/trials)
- development of data and information sharing to support and contribute to the Government's social policy and the Department of Social Services' evidence base relating to families and communities programs or policies
- delivering and facilitating events and conferences of relevance to the sector to inform and guide the Government's social policy and the Department of Social Services' families and communities programs or policies
- providing education and professional training about the Department of Social Services' families and communities programs, policies and initiatives, including through online channels

Organisations eligible for funding are strictly limited to using FCSI funding to undertake the activities outlined above.

2. Grant amount

The Australian Government has a total of around \$2.6 million (GST excl) a year for the FCSI Activity. A total of around \$7.9 million (GST excl) over three years is available for this grant opportunity, commencing 1 July 2018 until 30 June 2021.

FCSI Activity grant recipients may be eligible to receive Social and Community Services (SACS) supplementation.

Annual base funding of \$220,000 (GST excl) will be provided to each eligible organisation to deliver three core activities (further detail is provided at the *Assessment Criteria* section of these guidelines). The base funding is SACS exclusive.

A maximum of \$900,000 (GST excl) per year, per grant, is available for this grant opportunity (inclusive of the \$220,000 annual base funding). The maximum funding amount is SACS exclusive.

2.1 SACS Supplementation

On 1 February 2012, [Fair Work Australia, now known as the Fair Work Commission \(FWC\)](#) made a [decision](#) to increase wages in the social and community services sector from 1 December 2012.

This decision affects workers who are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (SACS Modern Award). Specifically, the decision affects those workers classified under the following Schedules:

- **Schedule B** – Classification Definitions - Social and Community Services Employees
- **Schedule C** – Classification Definitions - Crisis Accommodation Employees.

On 22 June 2012, a Full Bench of Fair Work Australia issued the [Equal Remuneration Order](#), providing wage increases ranging from about 23 to 45 per cent, to be phased-in over nine annual instalments from 1 December 2012 to 1 December 2020, including a 4 per cent loading, payable over the same phasing period. Social and Community Services (SACS) supplementation ceases on 30 June 2021.

Applicants applying for funding under the FCSI Activity must ensure their application includes the full amount of funding required, inclusive of SACS wage costs, if applicable.

When costing your service delivery please ensure you cover current and future wage costs for your eligible SACS workers for each year that funding is being sought. SACS supplementation will not be paid on top of, or in addition to, the grant amount applied for in your application.

Further information regarding the SACS decision, Equal Remuneration Order and Social, Community, Home Care and Disability Services Industry Award 2010 can be found on the [Fair Work Commission](#) website.

3. Grant eligibility criteria

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

3.1 Who is eligible to apply for a grant?

To be eligible to apply you must be one of the listed invited organisations below and have received an invitation to apply through GrantConnect:

- Family Relationship Services Australia
- Families Australia

- The Australian Council of Social Service
- Australian Research Alliance for Children and Youth
- Volunteering Australia
- National Social Security Rights Network

These six organisations have a long standing history with the Department of Social Services under the FCSI Activity. These organisations have been selected because they:

- are national in scope and community based organisations
- are concerned with issues of relevance to the needs of the Australian community with respect to family and/or community services
- have a broad membership base and processes in place to effectively represent their members' views, reflected in their reporting and communication channels, financial resources, external credibility, and internal accountability requirements
- act as a conduit for information flow between the Government and their memberships, drawing together views on issues of relevance to their memberships and providing a consultative mechanism for the Department of Social Services
- work to enhance the effectiveness of service delivery through sector development activities, and
- have a primary focus on policy development and advice.

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 if you have not been approached through an invitation to apply.

4. Eligible grant activities

4.1 What can the grant money be used for?

Organisations eligible for funding are strictly limited to using FCSI funding to undertake the projects outlined in section 1.4 Grant opportunity outcomes.

You can use the grant to pay for:

- staff salaries and on-costs which can be directly attributed to the provision of the grant activity as per the grant agreement
- cost for the publicity of an event and the distribution of the promotional material to the target audiences, including web-based information

- operating expenses and administration expenses directly related to the project as per the grant agreement, such as:
 - telephones
 - rent and outgoings
 - computer / IT / website / software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - domestic economy travel / accommodation costs
 - assets as defined in the terms and conditions of the grant agreement that can be reasonably attributed to meeting agreement deliverables
 - payment to subcontractors to perform eligible grant activities.

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

4.2 What the grant money cannot be used for?

You cannot use the grant for the following activities:

- purchase of land
- major capital expenditure the covering of retrospective costs, that is costs incurred prior to the commencement of the grant agreement
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration costs such as rent, electricity and phone not directly related to the project being delivered as part of the grant agreement
- major construction/capital works
- overseas travel for any other person in any sponsored organisation (excluding international speakers)
- costs to attend and travel to conference and training sessions (other than those you are organising under this Activity)
- costs of business as usual activities that are not part of the project being delivered as part of the grant agreement
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

5. The grant selection process

First we will assess your application against the eligibility criteria. Eligible applications will be considered through a restricted competitive grant process.

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

- how well it meets the criteria
- how it compares to other applications
- whether it provides value for money.

6. The assessment criteria

You will need to address Criteria 1 and 2 in your application, Criteria 3 to 7 is optional.

Criteria 1 and 2 are equally weighted. Annual base funding of \$220,000 (GST excl) per year will be provided to each successful organisation to deliver against the three core activities identified in criterion 2.

Applicants can elect to seek additional funding by addressing Criteria 3 to 7. Criteria 3 to 7 are optional, you can address one or more of these activities if you choose to. If addressing Criteria 3 to 7, the amount of detail and supporting evidence you provide in your application should be relative to the project size, complexity and grant amount requested. Applicants not addressing Criteria 3 to 7 should type in “Not Applicable” in the application form field boxes and the budget template attachment.

A maximum of \$900,000 (GST excl) in total per year, per grant is available for this grant opportunity (inclusive of the \$220,000 annual base funding).

Applicants must address Criteria 1 and 2; these two criteria are equally weighted.

Criterion 1: Demonstrate your organisation’s understanding of the need for the FCSI program in the families and community sector and outline how the activity will address the need.

Criterion 2: Demonstrate your organisation’s ability to deliver the below three core activities under FCSI.

In responding to this criterion you must include how your organisation will:

- contribute to/provide feedback on the Government’s social policy and the Department of Social Services’ families and communities policy and issues impacting the sector (for example through providing submissions to Australian Government inquiries and reviews, and responding to policy papers provided by the Department of Social Services)
- facilitate engagement between the Department of Social Services and the sector (including the not-for-profit sector, research sector, business community, philanthropic

organisations, and Indigenous and culturally and linguistically diverse communities) on issues about the Government's social policy and the Department's families and communities programs or policies

- communicate information about the Government's social policy and the Department of Social Services families and communities programs and policies to peak body members and the sectors they represent.

Criterion 3 to 7 are optional; you can address one or more of these activities if you elect to.

Criterion 3: Demonstrate your organisation's capacity to conduct research into areas that relate to the Government's social policy and the Department of Social Services' families and communities programs or policies.

Criterion 4: Demonstrate your organisation's capacity to conduct evaluations to inform policy development relating to the Government's social policy and the Department's families and communities programs or policies (for example new service model pilots/trials).

Criterion 5: Demonstrate your organisation's capacity to develop data and information sharing to support and contribute to the Government's social policy and the Department of Social Services' evidence base relating to families and communities programs or policies.

Criterion 6: Demonstrate your organisation's capacity to deliver and facilitate events and conferences of relevance to the sector to inform and guide the Government's social policy the Department of Social Services' families and communities programs or policies.

Criterion 7: Demonstrate your organisation's capacity to provide education and professional training about the Department of Social Services' families and communities programs, policies and initiatives, including through online channels.

Please note:

- Criteria 1 and 2 (mandatory) - Your response is limited to 900 words per criterion.
- Criteria 3 - 7 (optional) – your response is limited to 500 words per criterion.

7. The grant application process

7.1 Overview of application process

You must read these grant guidelines, the application form, the questions and answers document, and the grant agreement terms and conditions before you submit an application.

Should an Applicant submit more than one Application, only the latest received on time will be progressed.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration.

You must address all of the eligibility and assessment criteria for Criteria 1 and 2 to be considered for the grant annual base funding otherwise your application will not progress to assessment. Criteria 3 to 7 are optional. You can elect to address any of these criteria. Please complete each section of the application form and make sure you provide the information we have requested. Applicants not addressing Criteria 3 to 7 should type Not Applicable in the application form field boxes and the budget template attachment, which must also be uploaded with your application.

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

7.2 Application process timing

Submit your application by the closing time and date below.

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

- Community Grants Hub infrastructure failures,
- natural disasters,
- power outages affecting the ability of the applicant to submit their application by the deadline, and
- death or disability of key personnel.

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

The expected commencement date for the granting activities is 1 July 2018 and the expected completion date is 30 June 2021. You must spend the grant by the end date.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 15/03/2018 Close: 2:00 pm AEST 13/04/2018
Assessment of applications	4 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and award of grant agreements	1-2 weeks
Notification to unsuccessful applicants	1 week
Activity commences	1 July 2018
End date	30 June 2021

7.3 Completing the grant application

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

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

The Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

You must make sure that your application is complete and accurate and submitted in accordance with these Guidelines.

If you find a mistake in your application after it has been submitted, you should contact the Community Grants Hub by phone on 1800 020 283 or by email at support@communitygrants.gov.au straight away. The Community Grants Hub may ask you for more information, as long as it does not change the substance of your application. The Community Grants Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

7.4 Attachments to the application

The following document must be included with your application:

- a budget to deliver under the FCSI Activity: a mandatory template is provided in the grant opportunity documentation on GrantConnect.

A budget is not required if you are only applying for Criteria 1 and 2 and you do not elect to address Criteria 3 to 7. Applicants not addressing Criteria 3 to 7 should type Not Applicable in the budget template attachment, which must be included with your application.

Ensure you attach the budget on the template provided with your application. If the budget is not submitted with your application for the additional activities under Criteria 3-7, you may not be eligible for assessment.

For those FCSI grant recipients that are eligible to receive the Social and Community Services (SACS) supplementation, you must provide this in their proposed budget for their proposal to implement that FCSI Activity (refer section 2.1 for SACS information).

Your supporting documentation should be attached to the application form. There will be instructions in the application form to help you. Only attach the documents you have been asked to include.

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

7.5 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. The Community Grants Hub will respond to emailed questions within five working days. Answers to questions will be posted on [GrantConnect](#) and only accessible by invited applicants.

The question period will close at 5:00pm AEST on 6 April 2018. Following this time, only questions relating to using and/or submitting the application form will be answered.

8. Assessment of grant applications

An assessment team will assess all eligible and compliant applications based on their merits. The assessment team will be comprised of departmental staff. The assessment team will undertake training to ensure consistent assessment of all applications.

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

An Expert Panel of Department of Social Services National Office staff will then review all ranked applications to ensure consistency and accuracy and to inform the final recommendations for funding. The Expert Panel will make recommendations having regards to:

- how well the application meets the criteria
- how it compares to other applications
- whether it provides value for money.

The Expert Panel may seek information about you or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The Expert Panel may also consider information about you or your application that is available through the normal course of business.

8.1 Who will approve grants?

The Expert Panel will make recommendations to the policy delegate. The policy delegate will be the Branch Manager of the Family Policy and Programs Branch in the 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
- grant funding amount to be awarded
- terms and conditions of the grant.

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

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 outcomes of your application in writing, following a decision by the policy delegate, the Branch Manager of the Families Policy and Programs Branch. If you are successful, you will also be advised about any specific conditions attached to the grant.

9.1 Feedback on your application

Feedback can be requested within 30 days of receiving an outcome notification. Individual feedback will be available.

10. Successful grant applications

10.1 The grant agreement

If you are successful and you choose to accept a grant offer, 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 Standard 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 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 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 related to this grant, until a grant agreement has been executed by the Commonwealth.

10.2 How the grant will be paid

The grant agreement funding will state the:

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

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

We will make an initial payment on execution of the grant agreement. We will make subsequent payments progressively based on meeting your obligations under your grant agreement.

The Department of Social Services may ask successful grant recipients to pay back all or part of the funding provided to you. It may take action to recover any unspent or misspent funding as a debt due and payable.

11. Announcement of grants

If successful, your grant will be listed on GrantConnect 21 days after the date of effect¹ as required by Section 5.3 of the *CGRGs*.

12. Delivery of grant activities

12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will provide sample templates for these reports in the grant agreement. We will expect you to report on:

- progress against agreed project milestones
- eligible expenditure of grant funds.

You will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement
- participating in a grant program evaluation as specified in the grant agreement.

¹ See glossary

12.2 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. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

12.3 Grant payments and GST

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

Before any payments are made, you must provide:

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

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

12.4 Reporting

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

Your Activity Work Plan must detail the key milestones and dates in the implementation of the projects you will be delivering under the FCSI Activity. The Activity Work Plan may be reviewed from time to time where Government priorities change as agreed by both parties, or as agreed in the Activity Work Plan. A template will be provided on commencement of funding. Once the Activity Work Plan and its amendments following a review have been agreed by both parties it will form part of the agreement.

You will be required to report against the Activity Work Plan on a six monthly basis through a Service Stocktake report. The Service Stocktake is a reporting requirement in all of the Department's 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.

You will also be required to provide an annual Financial Acquittal Report.

12.5 Evaluation

The Department of Social Services will evaluate the FCSI 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.

12.6 Acknowledgement

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

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

12.7 Multicultural Access and Equity

Australia's *Multicultural Access and Equity Policy* obliges Australian government agencies to ensure their policies, programs and services (including those conducted by contractors and service delivery partners) are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds. Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills in order to engage with CALD clients. Services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services (and other requirements for ensuring accessibility) should be factored into grant applications. For further information on the Multicultural Access and Equity Policy, please refer to the [DSS](#) website.

13. Probity

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

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

13.1 Complaints process

Complaints about the FCSI Activity

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

Any questions you have about grant decisions for the FCSI Activity 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 using the [complaints form](#) on the Department's 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 Department of Social Services.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a conflict of interest, or perceived conflict of interest, if 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, or interest 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 staff in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The chair of the Expert 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:

- the committee and other Commonwealth employees and contractors to help us manage the program effectively
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery
- other Commonwealth, State, Territory or local government agencies in program reports and consultations
- the Auditor-General, Ombudsman or Privacy Commissioner
- the responsible Minister or Parliamentary Secretary

- a House or a Committee of the Australian Parliament.

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 (PGPA Act)*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995.*

We'll treat the information you give us as sensitive and therefore confidential if it meets all of the four conditions below:

1. you clearly identify the information as confidential and explain why we should treat it as confidential
2. the information is commercially sensitive
3. revealing the information would cause unreasonable harm to you or someone else
4. you provide the information with an understanding that it will stay confidential.

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

13.4 Freedom of information

All documents in the possession of the Australian Government, including those about the FCSI Activity, 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 January 2018, the Department of Social Services met with each of the organisations invited to apply for the grant opportunity to discuss the projects to be delivered under the FCSI Activity and this upcoming grant opportunity.

15. Glossary

Term	Definition
assessment criteria	The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.
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

Term	Definition
	activity that would usually be paid for by a state, territory, or local government, such as municipal services.
grant	<p>A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <p>a) under which relevant money or other Consolidated Revenue Fund money, is to be paid to a grantee other than the Commonwealth</p> <p>which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</p>
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	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grant recipients to allow grant recipients to engage more easily and efficiently with the Commonwealth.
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' 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 criteria	Comprise eligibility criteria and assessment criteria.

Term	Definition
selection process	The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.