*Saluting Their Service* Commemorations Program

Community Commemorative Grants

Opportunity Guidelines

| Opening date: | 1 May 2018  |
| --- | --- |
| Closing date and time: | 2.00pm AEDT 26 March 2019 |
| Commonwealth policy entity: | **Department of Veterans’ Affairs** |
|  |  |
| Enquiries: | If you have any questions, please contact Phone: 1800 020 283Email: support@communitygrants.gov.au |
| Date guidelines released: | **1 May 2018** |
| Type of grant opportunity: | **Open non-competitive** |

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1. *Saluting Their Service* Commemorations Program: Community Commemorative Grants Opportunity Processes

**The Program is designed to achieve Australian Government objectives**This grant opportunity is a category of the *Saluting Their Service* program which supports the Australian Government’s commitment to acknowledging and commemorating those who served Australia and its allies in wars, conflicts and peace operations. The Department of Veterans’ Affairs (DVA)works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



**The grant opportunity opens**

The Community Grants Hub (the Hub) publish the grant guidelines and advertise on [GrantConnect](https://www.grants.gov.au/) and the [Community Grants Hub](https://www.communitygrants.gov.au/).

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**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, and the Hub website. 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.

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**The Hub assesses all grant applications**

The Hub assesses the applications against eligibility criteria and eligible grant projects and activities.



**The DVA make grant recommendations**

An expert panel, consisting of members from the Commemorations Grants Advisory Committee (CGAC)[[1]](#footnote-2) through the DVA will make recommendations to the Minister for Veterans’ Affairs on the merits of each application.

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**Grant decisions are made**

The Minister for Veterans’ Affairs decides which grant applications are successful.

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**The Hub will notify you of the outcome**

The Hub will advise you of the outcome of your application in writing. The Hub may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.

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We enter into a grant agreement

The Hub, on behalf of the DVA will enter into a grant agreement or letter of agreement with successful applicants. The type of grant agreement will be based on the nature of the grant and is proportional to the risks involved.

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**Delivery of grant**

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

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**Evaluation of the *Saluting Their Service* Commemorations Program**

The DVA will evaluate the specific grant activity and *Saluting Their Service* program as a whole. We base this on information you provide to us and that we collect from various sources.

* 1. Role of the Community Grants Hub

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

1.2 About the grant program

The *Saluting Their Service* Commemorations Program (the Program) is designed to preserve Australia’s wartime heritage and to involve people throughout the nation in a wide range of projects and activities that highlight the service and sacrifice of Australia’s service personnel in wars, conflicts and peace operations, and promote appreciation and understanding of the role that those who served have played in shaping the nation.

The objectives of the Program are to acknowledge and commemorate those who served Australia and its allies in wars, conflicts and peace operations.

The Program will be administered according to the [*Commonwealth Grants Rules and Guidelines (CGRGS)*](https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf)

* 1. About the Grant Opportunity

These guidelines contain information about the Community Commemorative Grants (CCG) opportunity.

This document sets out:

* + the purpose of the grant opportunity
	+ the eligibility 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. Grant Opportunity outcomes

The CCG opportunity is designed to provide funding for local community-based commemorative projects and activities that directly commemorate the involvement, service and sacrifice of Australia’s service personnel in wars, conflicts and peace operations.

1. Grant amount

Grant applications up to a maximum of $4,000 will be considered, depending on the eligible grant project and activity category selected (refer to section 4.1).

1. Grant eligibility criteria

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

* 1. Who is eligible to apply for a grant?

Applicants can choose to apply as one of three applicant types:

* + An entity applying for funding in its own right;
	+ An entity applying as a sponsor on behalf of an individual or ineligible organisation; or
	+ An entity applying as the lead agency of a consortium.

To be eligible, an applicant must be one of the following entity types as stated in the online application form dropdown list:

* + Company
	+ Cooperative
	+ Indigenous corporation
	+ Incorporated association
	+ Local government
	+ Sole Trader
	+ State/Territory Government entity
	+ Statutory entity
	+ Trustee on behalf of a Trust
	+ Unincorporated association

Applications from consortium are acceptable, provided you have a lead applicant who is the main driver of the project and is eligible as per the list above (refer to section 6.5).

*Responsibilities of a sponsor*

The sponsor’s responsibilities are to:

* bear executive management responsibility and be accountable to the DVA for the appropriate use of grant funds by the sponsored organisation in accordance with the terms of the grant;
* provide a letter of declaration confirming sponsorship – completed by the sponsored individual or ineligible organisation on the template provided in the Grant Opportunity Documents;
* take responsibility for the receipt and distribution of grant funds; and
* take responsibility for the collection, collation and provision of all audit, reporting and acquittal documentation for the grant.

The sponsoring applicant must submit a separate grant application for each sponsored individual or ineligible organisation.

* 1. Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

* an organisation that has not acquitted all previous DVA grants (if applicable)
* an overseas resident
* an individual applying in your own right
* a political party.

Please note: The above list is not definitive. If your entity type is not listed in 3.1 above you are not eligible to apply and your application will not be assessed.

1. Eligible grant activities
	1. What can the grant money be used for?

To be eligible your project must:

* be a local community-based project or activity that directly commemorates the involvement, service and sacrifice of Australia’s service personnel in wars, conflicts and peace operations.

**The list below provides a guide to eligible grant projects and activities:**

Grants up to $4000 include:

* Community War Memorials, Commemorative Plaques and Honour Boards - new war memorials, where none exists and where the new memorial will be the focus of community commemoration and the restoration of existing war memorials, honour boards/ rolls and plaques

Grants up to $3000 include:

* Restoration, Preservation and or/Display of Wartime Memorabilia - the preservation, interpretation and display of wartime and military memorabilia and artefacts.
* Commemorative Events - significant military unit reunions, i.e. 40th or 65th anniversary or the commemoration of significant military anniversaries, i.e. 50th Anniversary of the Battle of Long Tan. Note: Only one anniversary should be commemorated as it is considered that events to commemorate multiple anniversaries have the potential to diminish the significance of each anniversary. The event must be held within a month of the anniversary being commemorated.
* Publications/Website - the publication of wartime histories where similar works have not previously been published, i.e. unit histories, local wartime histories and letters from service personnel.
* Public Awareness Activity - significant cultural and educational projects, i.e. exhibition, with a military focus and that add to the sum of knowledge on a particular topic or which provide access to information about Australia’s wartime heritage.
* School Initiative - school initiatives / projects undertaken by students which focus on military involvement and social impacts relevant to the community.

**You can use the grant to pay for items including, but not limited to:**

* Audio and visual equipment hire
* Cenotaphs
* Chair hire
* Display cabinets for the display of wartime memorabilia
* Flagpole (one only) where none already exists – Supply and Installation, to fly the Australian National Flag on days of commemoration. Note: Maximum available amount for this item is $1,500
* Flagpole (one only) where none already exists – Supply only, to fly the Australian National Flag on days of commemoration. Note: Maximum available amount for this item is $1,000
* Honour boards/rolls (including digital honour boards/rolls)
* Interpretive signage
* Landscaping / Gardening (i.e. trees, shrubs, paving). Note: Must be within the immediate surrounds of memorials
* Lighting (i.e. for display cabinets)
* Monuments and Statues
* Plaques
* Plinths
* Printing of commemorative booklets/orders of service
* Publishing or editing costs.
* Restoration of plaques and honour boards/rolls
* Restoration of memorials
* Restoration (of eligible items listed)
* Venue hire
* Wreaths (maximum of two). Note: limit of $100 per wreath
* Framing / Mounting
* Regilding
* Gold leaf lettering
* Installation (of eligible items listed)
* Delivery (of eligible items listed)
* Sandstone Blocks
* Fencing (immediate surrounds of memorial)
* Concrete slab
* Website design
* Research
* Lettering / signage
* Security for commemorative events
* Mannequin(s)
* Postage (invitations)
* Band / Bugler (at commemorative events)
* Advertising (commemorative events)
* First Aid (commemorative events)
* Solar audio posts
* Sandblasting memorial
* Pointing (memorials)
* Unit banner
* Equipment relating to digital projects
* CC TV security to reduce vandalism at memorial
* Lighting to enhance memorial and deter vandalism
* School memorial gardens - must include a commemorative plinth or plaque ($500 maximum for horticultural costs e.g. plants, soil)

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

* 1. What the grant money cannot be used for?

Sponsoring organisations must pass on the full value of the grant to the sponsored organisation.

**You cannot use the grant for the following activities:**

* Projects of a commercial nature/projects for profit
* Projects undertaken outside of Australia
* Projects exclusively commemorating animals
* Projects commemorating individuals
* Projects commemorating the post war deaths of service personnel
* Sporting events
* Recurring events / activities e.g. Anzac Day, Remembrance Day, Vietnam Veterans’ Day, National Service Day except where the event relates to a significant anniversary.

 **Expenditure items that are not eligible include:**

* Capital expenditure for the purchase of assets such as office furniture and equipment, motor vehicles, computers, printers or photocopiers
* Construction of or fit out, alterations and/or extensions to premises including museums, memorial halls and sporting facilities
* Salaries/wages *Note: Salaries and wages are considered to be a payment to someone employed by the applicant on an ongoing basis. For the purposes of the STS Program, paying a person other than a usual employee to deliver a one off service such as constructing a memorial, conducting research, designing or printing a program booklet is not considered to be a salary*
* Costs incurred in the preparation of a grant application or related documentation
* Council approval costs
* Educational materials where the DVA already provides similar resources for schools
* Entertainment not of a commemorative nature
* Fireworks
* General ongoing administration costs of an organisation such as electricity, phone and rent
* Ongoing expenditure, i.e*. website hosting, memorial maintenance*
* Catering and refreshments
* Eligible items already purchased or ordered
* Events to mark training, enlistment or graduation
* Events to mark the formation or anniversaries of associations or ex-service organisations
* Projects/signage acknowledging the membership or service to an ex-service organisation, i.e*. honour boards*
* Memorabilia *(purchase of)*
* Military hardware *(purchase of)*
* Restoration of graves
* Seating (permanent)
* School trips / excursions
* Scholarships
* Book Subscriptions, i.e*. journals*
* Travel – international and domestic
**Note:** includes hire of vehicles, fuel and accommodation
* Trophies, prizes, awards, gifts and medallions.
1. The grant selection process

The Hub will divide the assessment and notification of outcomes into three batches during the year. Each batch will contain applications that have been submitted for the grant opportunity over the proceeding period. For example, the first batch will contain all applications submitted to the grant opportunity between the opening date of the application period and 3 July 2018. The second batch will contain all applications submitted to the grant opportunity over the next four months, ending 27 November 2018, and so on.

The table below identifies the cut-off dates for all three batches.

|  |  |
| --- | --- |
| Batch | Applications included in batch |
| **1** | All applications submitted to the grant opportunity by **3 July 2018**. |
| **2** | All applications submitted to the grant opportunity by **27 November 2018**. |
| **3** | All applications submitted to the grant opportunity by **2:00 PM AEDT** on **26 March 2019**. |

Please note that the cut-off date for each batch only affects the time at whichthe Hub will assess your application. It does not affect the time at which you must submit your application. The only exception to this rule is the cut-off date for Batch 3, which is the closing date and time of the overall application period for this grant opportunity. Other than this exception, you can submit an application at any time during the application period and the Hub will assess it in one of the three batches identified above.

In the event that an eligible application is submitted, but funding is not available, your application may be considered for funding in the next financial year. We will notify you in writing if this occurs.

Eligible applications will be considered through an open non‑competitive grant process.

The Hub will assess your application against the eligibility criteria. Only eligible applications will move to the next stage.

Following the assessment of a batch, the Hub will collate assessment information and prepare an assessment report.

An expert panel (Commemorations Grants Advisory Committee) comprised of representatives from the Repatriation Commission, the Returned Services League of Australia, the Australian Local Government, the Australian War Memorial and the DVA will confirm your application meets the eligibility criteria and eligible grant projects and activities (refer to sections 3.1 and 4.1) and provide recommendations through DVA to the decision maker,[[2]](#footnote-3) the Minister for Veterans’ Affairs.

The expert panel will convene when the Hub has completed each batch of assessment.

Successful applicants will be notified and offered grant agreements.

1. The grant application process
	1. Overview of application process

You must read these grant guidelines, the application form, the Questions & Answers and the grant agreement terms and conditions before you submit an application.

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

You must address all of the eligibility criteria to be considered for a grant. Please complete each section of the application form and make sure you provide the information we have requested.

Applicants may submit more than one application per round for each unique project or activity for consideration.

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

* 1. Application process timing

The application period for this grant opportunity will open on 1 May 2018 and close on 26 March 2019. Applicants must submit their applications by the final closing date and time.

As outlined in section 5, the Hub will assess applications in batches.

Table 1: Expected timing for this grant opportunity

|  |  |
| --- | --- |
| Activity | Timeframe |
| Application period  | Open: 1 May 2018 Close: 2pm AEDT 26 March 2019 |
| Assessment of applications | Within 4 weeks from date of batch close  |
| Approval of outcomes of selection process | 8 weeks from date of batch close  |
| Negotiations and award of grant agreements | 1-3 weeks from approval |
| Notifications to ineligible applicants  | 4 weeks from approval |
| Activity commences | In batches between July 2018 and April 2019  |
| End date | As stated in your grant agreement, if successful.  |

The [late application policy](https://www.communitygrants.gov.au/information-applicants/late-applications-policy) applies only to applications received after the final closing date of this grant opportunity, i.e. 2:00pm AEDT on 26 March 2019.

Late applications will not be accepted. If an application is late or the Hub is requested to approve a lodgement after the closing date, the 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 Hubs [late application policy](http://communitygrants.gov.au/information-applicants/late-applications-policy) is available on the [Community Grants Hub](https://www.communitygrants.gov.au/information-applicants/late-applications-policy) website.

* 1. Completing the grant application

You must submit your grant application using the application form, which is available on [GrantConnect](https://www.grants.gov.au/) and the [Community Grants Hub](https://www.communitygrants.gov.au/grants). 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 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 Hub on 1800 020 283 or email at support@communitygrants.gov.au straight away.

The Hub may ask you for more information, as long as it does not change the substance of your application. The Hub does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

**Please note the requirements specific to each applicant type:**

**Applicant in your own right**

If you are applying in your own right you can also apply as a sponsoring applicant. The same application form can be used for either type of application, you just need to nominate in what capacity you are applying. A separate form is required for each type of application.

**Sponsoring Applicant**

If you are applying as a sponsoring applicant, you can also apply as an applicant in your own right.

The sponsoring applicant must submit a separate grant application for each sponsored individual or ineligible organisation.

Your application must include a Letter of Declaration confirming sponsorship – completed by the sponsored individual on the template provided in the Grant Opportunity Documents which are available on the [GrantConnect](https://www.grants.gov.au/) and [Community Grants Hub](https://www.communitygrants.gov.au/grants) websites.

* 1. Attachments to the application

The following documents must be included with your application:

* + quote for each item you are seeking funding for
	+ a content outline and sample chapter, if your project is for a publication of any kind.
	+ If applying as a sponsor, Letter of Declaration confirming sponsorship – completed by the sponsored individual or ineligible organisation on the template provided in the Grant Opportunity Documents.

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

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

* 1. Applications from consortia

Some organisations may apply as a consortium to deliver grant activities. A consortium is two or more businesses who are working together to combine their capabilities when developing and delivering a grant activity.

If you are submitting a grant application on behalf of a consortium, a member organisation or a newly created organisation must be appointed as the ‘lead organisation’. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. The lead organisation must complete the application form and identify all other members of the proposed consortium in the application.

* 1. Questions during the application process

If you have any questions during the application period, please contact the Hub on
1800 020 283 or email to support@communitygrants.gov.au. The Hub will respond to emailed questions within five working days.

Answers to questions may be posted on [GrantConnect](https://www.grants.gov.au/) and the Community Grants Hub.

The question period will close at 5pm AEDT 19 March 2019. Following this time, only questions relating to using and/or submitting the application form will be answered.

1. Assessment of grant applications
	1. Who will assess applications?

An assessment team will assess all eligible and compliant applications. The assessment team will be comprised of trained grant assessment 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.

The expert panel (Commemorations Grants Advisory Committee) comprised of representatives from the Repatriation Commission, the Returned Services League of Australia, the Australian Local Government, the Australian War Memorial and the DVA will inform the final recommendations for funding by confirming your application meets the eligibility criteria and eligible grant projects and activities (refer to sections 3.1 and 4.1).

* 1. Who will approve grants?

The Commemorations Grants Advisory Committee, through the DVA will make recommendations to the Minister for Veterans’ Affairs through a briefing process. The Minister for Veterans’ Affairs will make the final decision to approve a grant.

The Minister’s decision is final in all matters, including:

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

The Minister will not approve funding if it is reasonably considered that the program funding available across financial years will not accommodate the funding offer.

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

1. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Minister. If you are successful, you will also be advisedabout any specific conditions attached to the grant.

* 1. Feedback on your application

A Feedback Summary will be published on the Hub website to provide all organisations with easy to access information about the assessment process and the main strengths and areas for improving their applications.

1. Successful grant applications
	1. The grant agreement

If you are successful, you must enter into a legally binding Grant Agreement with the Commonwealth as represented by the DVA. The DVA will use either a Whole of Government Grant Agreement Terms and Conditions (Letter of Agreement), depending on suitability to the Activity and Organisations to be funded.

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.

Grant funds must be spent in accordance with the conditions of the Grant Agreement. Approval for any change to the project or expenditure of grant funds must be sought from the DVA in writing, and approval received before any changes are implemented.

Successful applicants are required to record and maintain information supporting the appropriate use and expenditure of the funds. Unspent grant funds must be returned to the DVA at the end of the project period.

You will be required to deliver the project and meet the performance reporting and financial acquittal requirements outlined in your grant agreement.

Organisations that are successful in obtaining grant funding must agree to the disclosure of their name and details of the project, as required under Commonwealth Government grant publication requirements. These details will be available on the GrantConnect and/or the DVA website for at least two years, and will be included in media releases and letters announcing the grant to Members of the Parliament of Australia. They will also be made available to the Australian National Audit Office and as required to meet Government accountability requirements.

Where a grantee fails to meet the obligations of the grant agreement, the Hub on behalf of the DVA may withhold grant funding and/or terminate a grant agreement.

* 1. How the grant will be paid

Approved funds will be paid to successful applicants within four weeks of the receipt of a completed Grant Agreement and relevant bank account details. Depending on the value and or risk associated with a proposal, the DVA may choose to fund the proposal through progressive payments to the successful organisation/s.

The Grant Agreement will state the amount to be paid to your organisation in a lump sum, unless otherwise specified.

1. Announcement of grants

If successful, your grant will be listed on GrantConnect within 21 calendars days after the date of effect as required by Section 5.3 of the *Commonwealth Grants Rules and Guidelines* (CGRGs).

1. Delivery of grant activities
	1. Your responsibilities

You must submit reportsin line with the timeframes in the [grant agreement](file://prod.protected.ind/User/user03/LLau2/insert%20link%20here). We will provide sample templates for these reports in the grant agreement.

We will expect you to report on:

* + progress against agreed project milestones
	+ contributions of participants directly related to the project
	+ eligible expenditure of grant funds.

You will alsobe 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
	+ 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. The Community Grants Hub’s responsibilities

The Hub will:

* + meet the terms and conditions set out in the grant agreement
	+ provide timely administration of the grant
	+ evaluate the grantee’s performance.

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

* 1. Grant payments and GST

Grants provided by the DVA under the CCGs are financial assistance payments. As such, CCGs are provided on a GST exclusive basis and there is no GST liability arising for successful applicants in receipt of a CCG because there is no taxable supply made by the Grantee to the DVA. This means that, if your organisation is registered for GST, your organisation does not need to remit any GST to the Australian Tax Office (ATO) as the CCG you receive from the DVA is not a consideration for a taxable supply.

If you have any queries in relation to the transactions you enter into with third parties as a result of a grant received under CCG, you may wish to speak with the ATO or your financial advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office website](http://www.ato.gov.au/) for more information.

* 1. Reporting

All funded projects will be subject to financial and performance reporting requirements and meeting specified milestones. Grantees will need to keep records of project activities and monitor project progress, expenditure and the project’s results. This information will help grantees to report on and evaluate the success of their project.

It is anticipated that into the future grantees will have systems and processes in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information, i.e. client characteristics and service delivery information, will be required to be collected by service providers at the client level and if applicable, entered directly into the department’s chosen performance reporting solution. An example of one of the possible reporting solution options is the Data Exchange, however other reporting options may be determined to be applicable for this purpose. Example protocol information on the [Data Exchange](https://dex.dss.gov.au/policy-guidance/dex_data_exchange_protocols/) web page.

TheDVA will evaluate the CCG Programto measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help us with this evaluation.

* 1. Acknowledgement

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

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

Successful applicants will appropriately acknowledge the Australian Government’s financial contribution to the project or activity, e.g. through recognition of the grant by a statement placed on the successful applicant’s website or in its newsletter. Prior written approval must be obtained before using the Commonwealth’s Coat of Arms, the DVA branding or trademarks.

1. 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 the DVA. When this happens the revised guidelines will be published on [GrantConnect](https://www.grants.gov.au/) and the [Community Grants Hub](https://www.communitygrants.gov.au/).

* 1. Complaints process

**Complaints about the Program**

The[Department of Veterans’ Affairs Feedback Management Policy](https://www.dva.gov.au/contact/feedback) applies to complaints about the Program.All complaints about the Program, including grant decisions, must be lodged in writing.

Any questions you have about grant decisions for the Program should be sent to DVA.Grants.Processing.Team@dva.gov.au

**Complaints about the process**

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

Details of what constitutes an eligible complaint can be provided upon request by the Hub. Applicants can lodge complaints using the [complaints form](https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-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 DVA or the Hubhas 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 theDVA or the Hub.

The Commonwealth Ombudsman can be contacted on:

Phone: (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

* 1. Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a [conflict of interest](http://www.apsc.gov.au/publications-and-media/current-publications/aps-values-and-code-of-conduct-in-practice/conflict-of-interest), or perceived conflict of interest, if the DVA and Hubstaff, 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 activities fairly and independently
	+ 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 DVA and the Hub 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 Grants Hub](https://www.communitygrants.gov.au/open-grants/how-apply/conflict-interest-policy-commonwealth-government-employee) website.

* 1. 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*](http://www.comlaw.gov.au/Details/C2014C00757)*,* 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 grantees and grantees 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*
	+ *Privacy Act 1988*
	+ *Crimes Act 1914*
	+ *Criminal Code Act 1995.*
	1. Freedom of information

All documents in the possession of the Australian Government, including those about the Program, are subject to the *Freedom of Information Act 1982* *(FOI Act).*

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

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

By mail: Freedom of Information Coordinator

The Department of Social Services

Public Law Branch

GPO Box 9820

Canberra ACT 2601

By email: foi@dss.gov.au

1. Glossary

| **Term** | **Definition** |
| --- | --- |
| commencement date | The expected start date for the grant activity.  |
| Commemorations Grants Advisory Committee | Comprises representatives from the Repatriation Commission, Returned Services League of Australia, the Australian Local Government, the Australian War Memorial and the DVA. |
| completion date | The expected date that the grant activity must be completed and the grant spent by.  |
| 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 Public Governance, Performance and Accountability Act. |
| cost shifting  | Involves ‘substitution of effort’ by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.  |
| 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 grantee 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.  |
| grant  | A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:1. under which relevant money or other Consolidated Revenue Fund money, is to be paid to a grantee other than the Commonwealth
2. which is intended to help address one or more of the Australian Government’s policy outcomes while assisting the grantee achieve its objectives.
 |
| grant activity | Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.  |
| grant agreement | 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 grantee to allow grantee 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’ (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities |
| grantee | An individual 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.  |
| 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. |

1. See Glossary [↑](#footnote-ref-2)
2. See glossary. [↑](#footnote-ref-3)