

# Settlement Engagement and Transition Support Community Capacity Building Guidelines

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Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>
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# 1. Settlement Engagement and Transition Support: Community Capacity Building Processes

## **The Program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above Grant Program, which contributes to the Department of Social Services Outcome 2: Families and Communities. 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. 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**

We will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature of the grant and is 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 Program: Settlement Engagement and Transition Support program**

We evaluate the specific grant activity and Settlement Engagement and Transition Support 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 grant program

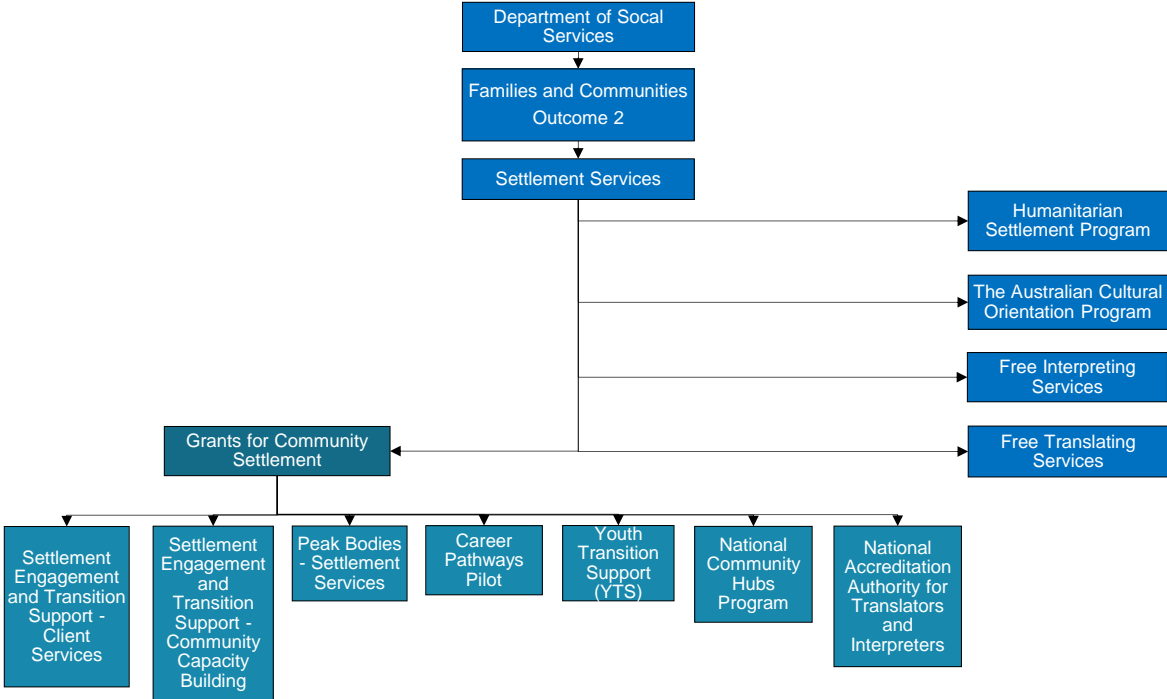
### **Settlement Services overview**

The [Families and Communities Program](#) aims to strengthen relationships, support families, improve children's wellbeing, reduce the costs of family breakdown, and increase participation in community life to strengthen family and community functioning. The program provides a range of services focussed on strengthening relationships, building parenting and financial management skills, and providing support for better community connections, as well as services to help newly arrived migrants in their transition to life in Australia.

[Settlement Services](#) provides a comprehensive range of activities that aim to address the needs of refugees, humanitarian entrants and other vulnerable migrants by delivering services that assist them to become fully functioning members of society and promote social cohesion and productive diversity within the Australian Community.

Settlement Services consists of multiple components, which are illustrated in the diagram below.

**Figure 1 Settlement Services from 2019**



One component of Settlement Services is Grants for Community Settlement. The Settlement Engagement and Transition Support (SETS) program is a sub-component of Grants for Community Settlement.

SETS is a key ongoing program in the suite of Settlement Services (previously referred to as the Settlement Grants Program and/or the Settlement Services Program). It is an effective early intervention program that contributes to humanitarian entrants and other eligible vulnerable migrants achieving full participation in society as soon as possible, reducing the chance of long-term welfare dependency. For humanitarian entrants, SETS builds upon the foundation services provided by the Humanitarian Settlement Program (HSP) and is complementary to other mainstream services.

The SETS program consists of two components<sup>1</sup>:

- SETS - Client Services
- SETS - Community Capacity Building.

The Department has separate grant opportunities for these two components.

<sup>1</sup> Further strategic information about SETS is available in a Forecast Opportunity on [GrantConnect](#).

**These grant opportunity guidelines apply to the grant opportunity for SETS - Community Capacity Building only.** If you wish to read the grant opportunity guidelines for SETS - Client Services, or you wish to submit an application for SETS - Client Services, you must navigate to the separate grant opportunity for that component on the [GrantConnect](#) and [Community Grants Hub](#) websites.

**Please note, applicants who apply for a grant under SETS - Community Capacity Building may also apply for a grant under SETS - Client Services, or vice versa.**

### **Purpose of the SETS program**

Humanitarian entrants, vulnerable migrants and their communities need to overcome a diverse range of challenges including cultural, personal and structural barriers to social and economic participation in Australia. These individuals have varied pre-arrival life experiences that can include few or no opportunities to participate in education or work, living in refugee camps for significant periods, and experiences of torture and trauma. As migrants become orientated, established and independent in their communities, issues across a continuum of needs can emerge with varied levels of intensity.

Some migrants may require minimal support while others with more complex or multiple issues can benefit from more tailored intervention. Development of knowledge and skills to manage essential settlement needs help migrants engage in learning English and establish pathways to employment and/or education.

Settlement and ethno-specific organisations play a crucial role in the settlement of newly arrived migrants and refugees. These organisations understand the immediate needs of new arrivals and have ready access to networks through which new arrivals can be identified, contacted and supported. Some relatively new and emerging<sup>2</sup> communities may lack capacity or capability to develop information networks and maximise social inclusion and participation. New and emerging communities may need leadership, mentoring and advocacy support to link with mainstream services and to become self-sustaining as soon as possible.

The SETS program aims to meet the diverse needs of humanitarian entrants and other vulnerable migrants. It does this by facilitating collaboration and building partnerships across settlement services and other relevant organisations, and by fostering innovative support services.

### **Policy objectives**

The objective of SETS is to equip and empower eligible clients and communities to address their identified settlement needs in order to improve social participation, economic well-being, independence, personal well-being and community connectedness more broadly.

SETS will engage with services and agencies to build partnerships and referral channels that assist clients to engage and remain on pathways to achieve long-term outcomes of self-reliance and equitable participation in Australian society. SETS service providers must make connections and linkages with other complementary services, particularly the Department of Education and Training's Adult Migrant English Program (AMEP) and the Department of Employment's *jobactive* services.

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<sup>2</sup> Refer to [Glossary](#) for definition.

Service providers will be expected to participate in a Community of Practice (COP) arrangement. Effective collaboration between service providers is an essential element of the COP program. COP forums are designed to share good practice, and provide opportunities to learn from shared experiences. It is likely that the SETS COP will be thematic or location based. Topics for discussion will be determined by service providers but could include for example innovation and best practice. It is envisaged that the cost to service providers for attending forums will be minimised through the use of video/teleconference arrangements, however it is likely to involve one annual face-to-face forum.

The expected outcomes of SETS - Community Capacity Building are provided below.

Providers funded under SETS must ensure that clients are given the opportunity to communicate their needs in a language of their choice, including through professional interpreters where necessary.

The Department of Social Services will undertake the Program according to in accordance with the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

## 1.3 About the SETS - Community Capacity Building grant opportunity

These guidelines contain information about SETS - Community Capacity Building 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 SETS - Community Capacity Building objectives and outcomes

### 1.4.1 SETS - Community Capacity Building objectives

The objective of SETS - Community Capacity Building is to empower new and emerging community groups and organisations to support their specific communities. Support may include development of leadership and governance skills, linkages to the broader community, interaction with government and local stakeholders, and access to resources and facilities.

Both established service providers and new and emerging organisations can apply for a SETS - Community Capacity Building grant:

- New and emerging ethno-specific communities may need to build their capacity to better assist and enable their communities to be self-reliant and participate equitably in Australian society. These communities may wish to self-organise in order to support the broader needs and challenges affecting the settlement and integration of specific cohorts within their community.
- Well-established settlement service providers can apply for a SETS - Community Capacity Building grant to engage and work collaboratively with new or emerging ethno-specific organisations to improve their leadership, governance and organisational capacity, with an aim to improving their overall sustainability in the longer-term.

The objective is to support organisations and communities to work towards collectively increasing the social participation, economic and personal well-being of community members to ensure that positive settlement outcomes are sustained in the long term.

### 1.4.2 Target groups

New and emerging ethno-specific:

- communities, community leaders and emerging community representatives
- organisations with limited corporate capacity.

Activities are to be conducted in locations where there are communities of clients eligible for SETS.

Demographic information is available to all SETS applicants in the form of Settlement Information Reports. The documents may assist in preparing proposals for the SETS program. The documents detail statistical information specific to the Target Groups in each state and territory. The reports are available on the [GrantConnect](#) and [Community Grants Hub](#) websites.

### 1.4.3 Expected deliverables

SETS - Community Capacity Building projects may include, but are not limited to:

- Consultation with ethno-specific community groups to identify common goals, interests and needs with a view to developing community settlement strategies and plans that will assist communities to establish groups and/or informal associations.
- Assist community groups to access community resources and facilities to support their capacity to self-organise.
- Provide training, leadership skills and mentoring to community leaders.
- Provide opportunities for small ethno-specific groups to participate in the broader community and interact with different levels of government and engage with local stakeholders on settlement issues.
- Provide training on organisational governance for organisations, community groups and community leaders (including assisting ethno-specific groups to become incorporated organisations).
- Develop project management skills in ethno-specific community groups and organisations with a view to sustaining such groups and organisations in the longer term.
- Support the development of administrative and operational skills, including in applying for and managing government funding, such as outlining requirements, record keeping and financial accountability requirements for government grants.
- Consulting with communities and assisting them to develop plans to help address their needs, for example, educating children of their cultural heritage or establishing a cultural centre.
- Strengthen relationships with key stakeholders who are integral to providing holistic and quality services. Establish and maintain partnerships and links with other relevant agencies.
- Effective links and connections that facilitate referrals from a range of sources (self-referral; non-government community agencies; legal services; other government departments; or within the organisation).

### 1.4.4 Expected outcomes

The expected outcomes of SETS - Community Capacity Building are:

- Ethno-specific organisations and communities are better able to support vulnerable communities and their members.
- Ethno-specific organisations and communities are able to demonstrate sound governance, increased capability and the ability to seek and secure resources.

Outcomes will be assessed against the following:

- Key Performance Indicators (KPIs) (as reported in the Department of Social Services' [Data Exchange](#)):
  - number of organisations assisted
  - number of community leaders assisted
  - number of events/services delivered
  - percentage of organisations achieving improved development against identified needs.
- Participation and completion of mandatory Data Exchange partnership data, including the extended migration data set and Standard Client/Community Outcome Reporting (SCORE) data reporting.
- Deliverables and timeframes in Activity Work Plans.
- Reporting in stocktake reports.

## 2. Grant amount

This grant opportunity will run over three years from July 2019 to June 2022. The Department will typically offer grant agreements to SETS - Community Capacity Building service providers for three years.

The Australian Government has allocated up to \$162 million (GST exclusive) for the SETS program over the period of January 2019 to 30 June 2022. The value of relevant money awarded under this grant opportunity cannot exceed the total funding available.

The notional amount of funding available for SETS - Community Capacity Building is \$8 to 12 million (GST exclusive) from 1 July 2019 to 30 June 2022.

There is no fixed minimum or maximum amount of funding available per grant. The amount of funding provided to applicants will be determined based on the service areas applied for, numbers of potential client groups, the circumstances of the proposed support to be provided, and the Department's program priorities.

SETS service providers must deliver services in areas that, at minimum, cover a [Statistical Area Level 2](#). Noting that providers may wish to apply at a higher Statistical Area Level, given that only one application will be accepted per applicant.

### 2.1 Social and Community Services (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 SETS program 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 satisfy **all** of the eligibility criteria.

#### 3.1 Who is eligible to apply for a grant?

##### 3.1.1 Legal entities

To be eligible to apply for a grant, you must be one of the following entity types:

- Indigenous corporation
- Company
- Corporate state or territory entity
- Non-corporate state or territory statutory authority
- Local Government
- Cooperative
- Incorporated association
- Statutory entity
- Partnership<sup>3</sup>
- Trustee on behalf of a trust<sup>4</sup>.

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<sup>3</sup> Partnership – must be an arrangement where a binding Partnership Agreement can be provided with the Application Form or the Delegate approves the inclusion of Partnerships for this grant opportunity.

<sup>4</sup> Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply with providing the signed Trust Deed and any subsequent variations.

## 3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are a:

- Commonwealth company
- Corporate Commonwealth entity
- Non-corporate Commonwealth entity
- Non-corporate Commonwealth statutory authority
- Non-corporate state or territory entity
- International entity
- Sole trader
- Person
- Unincorporated association.

## 3.3 Additional eligibility requirements

You must have the following additional eligibility requirements in place **before you apply** for this grant opportunity, or be willing to register prior to the execution of the grant agreement:

- an Australian Business Number (ABN)
- have an account with an Australian financial institution.

Applications that do not meet these additional requirements will not be eligible and will not progress to assessment.

Applications from consortia<sup>5</sup> are acceptable, as long as the application has a lead applicant who is the main driver of the activity and is eligible as listed at Section 3.1.1 above.

## 3.4 What qualifications or skills are required?

While there are no minimum formal qualifications required for staff working on the grant activity, it is expected that if you accept a grant offer, you will ensure that staff working on the grant activity maintain a Working with Vulnerable People registration (or equivalent in each state/territory).

Service providers are expected to employ workers with a range of backgrounds, qualifications, skills and knowledge, relevant to providing culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.

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<sup>5</sup> The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. Consortia are eligible to apply and the relevant conditions applicable to consortia are at 7.5 'Grant Applications from Consortia'. The lead applicants must have legal entity status.

## 4. Eligible grant activities

### 4.1 What can the grant money be used for?

You can use the grant to pay for:

- Staff salaries and on-costs that can be directly attributed to the provision of the SETS - Community Capacity Building activity in the identified service area/s as per the grant agreement.
- Employee training for paid and unpaid staff including Committee and Board members, which is relevant, appropriate and in line with the SETS activity.
- Operating and administration expenses directly related to the delivery services, such as:
  - telephones
  - rent and outgoings
  - computer / IT / website / software
  - insurance
  - utilities
  - postage
  - stationery and printing
  - accounting and auditing
  - travel/accommodation costs, including to attend the COP
  - assets, including motor vehicle purchase or lease that can be directly attributed to meeting agreement deliverables.

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?

Grants are not provided for:

- purchase of land
- major capital expenditure
- the payment or offset of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility
- specialist counselling services, e.g. torture and trauma counselling

- multicultural events and festivals—these can be applied for under the Department’s Strong and Resilient Communities (SARC) Activity
- services that duplicate those delivered by HSP or other settlement or mainstream services
- services predominantly focused on social cohesion (refer to the Department’s [Strong and Resilient Communities \(SARC\) activity](#)).

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

## 5. The grant selection process

First, we will assess your application against the eligibility criteria. Only eligible applications will progress to the next stage. Eligible applications will be considered through an open competitive grant process.

We will 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.

### 5.1 Financial viability assessment

Grant applicants may be subject to financial viability assessments. A financial viability assessment is a risk mitigation process that takes into account the financial position of an applicant and other risk factors related to the quality and reliability of the applicant’s financial information.

## 6. The assessment criteria

You will need to address the following assessment criteria in your application. All assessment criteria are given equal weighting. The amount of detail and supporting evidence that you provide in your application should be relative to the activity size, complexity and grant amount requested.

### **Criterion 1: Demonstrate your understanding of the need for SETS - Community Capacity Building within the target community/communities.**

Your response should provide supporting evidence of the:

- Gaps in service delivery within the target community/communities.
- Need to build capacity of smaller organisations and/or key individuals in communities, and how implementation of the service will benefit the target group.

**Criterion 2: Describe how the SETS - Community Capacity Building activity will achieve positive outcomes for all stakeholders.**

Your response should explain:

- Your presence in the community and how your organisation will engage with the target community and relevant stakeholders.
- How you will involve in the activity key stakeholders and governing bodies within the target community.
- How positive outcomes will be sustained beyond the duration of the activity.

**Criterion 3: Demonstrate your organisation's capability to successfully deliver the grant activity in the chosen community/communities on time and within budget.**

Your response should outline:

- The number of key staff that will manage and/or deliver your organisation's activity, and outline their relevant capabilities (experience, skills and qualifications).
- The governance structure, management, financial and administration systems that your organisation will use to support the administration and delivery of the activity.
- Your organisation's approach to delivering culturally competent services to address the particular needs of new and emerging communities.

**Criterion 4: Demonstrate your organisation's experience developing, implementing, managing and monitoring grant activities to achieve grant objectives for all stakeholders.**

Your response should demonstrate your organisations:

- Experience developing and delivering grant activities.
- Ability to effectively manage grant funding, meet reporting requirements and maintain service delivery standards.

The application form includes word limits.

**Please Note:** In addition to responding to these assessment criteria, applicants must also submit with their application form a budget proposal outlining the estimated costs associated with the proposed grant activity. The application form will allow you to attach your budget document. Refer to Section 7.4 below for further details about the budget.

## 7. The grant application process

### 7.1 Overview of application process

You must read these grant opportunity guidelines, the application form and the Questions and Answers document before you submit an application to this grant opportunity.



The Department will accept only one application per applicant. If an applicant submits more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

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 to be considered for a grant, otherwise your application will not progress to assessment. Please complete each section of the application form and make sure that you provide all information requested.

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

## 7.2 Application process timing

Submit your application by the closing date and time identified in Table 1.

If an application is late, or an applicant requests the Community Grants Hub 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 the applicant 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](#).

The expected commencement date for the granting activities is 1 July 2019 and the expected completion date is 30 June 2022. You must spend the grant by the end date.

**Table 1: Expected timing for this grant opportunity**

Activity	Timeframe
Application period	Open: 15 May 2018 Close: 26 June 2018
Assessment of applications	June to September 2018
Approval of outcomes of selection process	September 2018
Notification to unsuccessful applicants	September to October 2018
Negotiations and award of grant agreements	October to November 2018
Activity commences	1 July 2019
Completion date	30 June 2022

## 7.3 Completing the grant application

You must submit your grant application using the appropriate application form, which is available on the [GrantConnect](#) and [Community Grants Hub](#) websites. The application form includes help information.

The application form is an online form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email [support@communitygrants.gov.au](mailto: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, accurate and submitted by the closing date and time in accordance with these guidelines.

If you find a mistake in your application after it has been submitted, you should immediately contact the Community Grants Hub by phone on 1800 020 283 or by email at [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

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 or requests from applicants to correct applications after the closing date and time.

## 7.4 Attachments to the application

1. A budget **must be attached to your application, and should** include (per financial year and rounded to the nearest dollar):

- line items relating to staff salaries and on-costs for the grant activity
- line items relating to operational and administration expenses
- line items relating to other expenses related to the grant activity
- sub-totals for these three categories of expenses
- a total amount for all expenses.

**Please note:** an applicant's requested amount of grant funding per financial year should include:

- SACS wage costs
- costs for translating and interpreting services (and other requirements for ensuring accessibility) if required. A Translating and Interpreting Services costing tool is provided in the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

Any other anticipated increase in costs should be included in the out-years as appropriate.

A budget template is available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

For further information, refer to the Questions & Answers document for this grant opportunity on the [GrantConnect](#) and [Community Grants Hub](#) websites.

**2. The following documents *should* be included with your application form if your entity is applying for a total amount of grant funding greater than or equal to \$100,000 (excluding GST and SACS Supplementation):**

- Financial statements for the 2015-16 and 2016-17 financial years, inclusive of profit and loss statements and balance sheets. If possible, please submit audited financial statements that include signed audit reports.

**3. The following document *should* be included with your application form if your entity is unable to provide financial statements OR your entity is applying for a total amount of grant funding less than \$100,000 (excluding GST and Social and Community Services Supplementation):**

- The *Attachment in place of financial statements* document.

The *Attachment in place of financial statements* document is available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

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

## 7.5 Applications from consortia

Some organisations may apply as a consortium to deliver grant activities. A consortium is two or more organisations that work together to combine their capabilities to develop and deliver 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.

## 7.6 Questions during the application process

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

Answers to questions may be posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5:00 PM (AEST) on 19 June 2018. Following this date and time, only questions relating to using and/or submitting the application form will be answered.

## 8. Assessment of grant applications

### 8.1 Who will assess 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 comprised of departmental staff will then review all ranked applications to inform the final recommendations for funding.

The expert panel will make recommendations having regards to:

- overall objectives for each Program
- conformance with eligibility criteria
- distribution of providers across all locations
- how the services and/or activity will be delivered
- existing and/or potential market failure
- value for money
- minimise possible duplication with other Commonwealth/state/territory government programs/service delivery (if known).

The expert panel may seek information about your entity 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 your entity or your application that is available through the normal course of business.

### 8.2 Who will approve grants?

The expert panel will make recommendations to the delegate: Branch Manager, Settlement and Integration Programs Branch. The Branch Manager, Settlement and Integration Programs Branch will make the final decision to approve a grant.

The decision of the Branch Manager, Settlement and Integration Programs Branch is final in all matters, including the:

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

The Branch Manager, Settlement and Integration Programs Branch 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 outcome of your application in writing, following a decision by the Branch Manager, Settlement and Integration 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

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

Individual feedback will not be provided for this grant opportunity.

## 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 Simple Grant Agreement*. 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. Activity Work Plans<sup>6</sup> will be developed to reflect agreed activities.

You will be required to provide:

- six-monthly Data Exchange reporting
- yearly Financial Acquittal
- Annual Stocktake Report.

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 grant agreement and recover costs.

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

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<sup>6</sup> Refer to [Glossary](#) for definition.

## 10.2 How the grant will be paid

The grant agreement will state the maximum grant amount to be paid.

If you incur extra eligible expenditure, you must pay it yourself.

Grant funding will be paid six monthly as you achieve agreed deliverables.

We will make an initial payment on execution of the grant agreement and subsequent payments progressively based on your progress reports.

## 10.3 Grant agreement variations

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

- changing activity milestones
- extending the timeframe for completing the activity, provided it is within the maximum three year period.

The program does not allow for an increase to the agreed amount of grant funds.

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

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

- how it affects the activity outcome
- consistency with the program policy objective and any relevant policies of the Department
- changes to the timing of grant payments
- availability of program funds.

## 11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) no later than 21 calendar days after the date of effect, 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 activity deliverables
- 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.
- Providing critical incident reports, for example, unpredicted or unmanaged harm to a client.

## 12.2 The Department of Social Services' responsibilities

The Department of Social Services will:

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

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

## 12.3 Grant payments and GST

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

Before any payments are made, you must provide:

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

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

## 12.4 Reporting

Settlement Engagement and Transition Support grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

The Department of Social Services will require service providers to collect performance information (e.g. client characteristics and service delivery information) and enter it directly into the Department's performance reporting solution, the Data Exchange.

Service providers are required to participate in SETS data collection through the DEX portal as specified in the Grant Agreement. Further information is available on the DEX webpage, including information about DEX requirements and DSS Data Exchange Protocols. Appendix B of the Protocols includes SETS program-specific policy guidance on entering data into the Data Exchange.

In addition to reporting mandatory data, SETS providers are required to participate in reporting an extended data set under the DEX Partnership Approach.

The Partnership Approach is intended to be a genuine collaboration between Government and the sector to exchange knowledge and share resources to inform service delivery. This approach is geared towards building the evidence base about the effectiveness of the Department's programs and sharing this knowledge back with providers to inform best practice approaches to service delivery. The extended data set focuses on outcomes, and relates to client needs and circumstances and client outcomes.

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

## 12.5 Evaluation

The Department of Social Services will evaluate the SETS 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.

## 12.6 Acknowledgement

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

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

## 12.7 Multicultural Access and Equity Policy

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 [Home Affairs](#) website.



## 13. Probity

The Australian Government will make sure that the program process is fair, according to the published guidelines, and 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 [GrantConnect](#) and [Community Grants Hub](#) websites.

### 13.1 Complaints process

#### Complaints about the Program

The Department of Social Services' [Complaints Process](#) apply to complaints about the program. All complaints about the program, including grant decisions, must be lodged in writing. Any questions that you have about grant decisions for the Program should be sent to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

#### Complaints about the Process

Applicants can contact the complaints service with complaints about the 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](mailto:ombudsman@ombudsman.gov.au)  
Website: <http://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 the Department of Social Services' staff, the Community Grants Hub's staff, any member of a committee or advisor and/or you or any of your personnel have a:

- Professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer.
- Relationship with an organisation, or in an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently.
- 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 interest 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 a conflict 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 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 on the [Community Grants Hub](#) website.

## 13.3 Privacy: confidentiality and protection of personal information

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

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

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*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995.*

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

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

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

## 13.4 Freedom of information

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

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

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

By mail:           Freedom of Information Coordinator  
                      The Department of Social Services  
                      Government and Executive Services Branch  
                      GPO Box 9820  
                      Canberra ACT 2601

By email:         [foi@dss.gov.au](mailto:foi@dss.gov.au)

## 14. Consultation

The Department of Social Services undertook a review of the program, which included an independent evaluation that was conducted by the UNSW Social Policy Research Centre. The evaluation involved significant consultation with the sector, including interviews with peak bodies, a survey of all current funded service providers, and in selected locations. Focus groups were also held with clients, a range of service providers and community organisations. The final evaluation report is now available on the Department of Social Services' [website](#).

Consultations on the form of the SETS grant program were also undertaken in several locations with over 100 service providers. Consultations were undertaken from 29 November 2017 to 5 December 2017. The Department sought feedback on a discussion paper that is also available on the Department's website.

Feedback received as part of the consultation process has informed these guidelines.

## 15. Glossary

<b>Term</b>	<b>Definition</b>
Activity Work Plan	All providers funded under SETS will be required to have an Activity Work Plan. Activity Work Plans will be developed in consultations with Grant Agreement Managers using a standardised template. It is expected that Activity Work Plans will be based on the activities outlined in service providers' applications for funding.
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.
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.
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 mandatory criteria, which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: <ul style="list-style-type: none"> <li>a) under which relevant money or other CRF money is to be paid to a grantee other than the Commonwealth</li> <li>b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
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	A grant agreement sets out the relationship between the parties to the agreement, and specifies the details of the grant.
grant opportunity	Refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.

<b>Term</b>	<b>Definition</b>
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of <a href="#">GrantConnect</a> 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.
Humanitarian Settlement Program (HSP)	<p>The HSP provides support to humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community. The HSP is designed to work in combination with other settlement and mainstream services. It has a strong focus on assisting clients to learn English and gain necessary education and employment skills in recognition that positive outcomes in these areas help humanitarian entrants to integrate into Australian life. Exit from the HSP is based on clients achieving settlement outcomes identified in case management plans that are tailored to address individual needs. For most clients, these outcomes will be reached within six to 18 months of entering the HSP.</p> <p>Clients can be referred to SETS at any point during their time in the HSP. However, services accessed by clients under SETS must complement those available under the HSP, not duplicate them.</p>
New and Emerging Communities	A very diverse group, new and emerging communities almost always come from a refugee or other humanitarian background. They are small in number compared to the more established communities and most of their members are new arrivals to Australia, coming from countries in the Middle East, Southwest Asia, Central Asia and Africa. They can have limited or no English language skills and often lack established networks, support systems, community structures and resources. <sup>7</sup>
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.

<sup>7</sup> [FECCA website](#)

Term	Definition
service area	<p>In a grant agreement, the 'service area' sets out where an organisation will work, the communities it will work with and where most of its clients will be drawn from. When completing a grant application, you will need to select the combination of Statistical Areas which best reflects the area you intend to service. The ABS Census mapping tool provides information about Statistical Areas and allows you to compare against other boundaries such as postcode. SETS service providers must deliver services in areas that, at minimum, cover a <u>Statistical Area Level 2</u>.</p>