

Questions and Answers

Settlement Engagement and Transition Support (SETS) program – Community Capacity Building

1. What is the closing time and date for applications?

Applicants must submit their applications by **2.00pm (AEST) on 26 June 2018**. The Department recommends that applicants submit their applications **well before the closing time and date**.

2. How long do I have to submit my application?

You will have approximately six weeks to submit your application, starting 15 May 2018 and ending 2:00 PM (AEST) 26 June 2018.

3. If I am not able to submit my application by the due time and date, can I be granted an extension?

In accordance with section 7.2 of the Grant Opportunity Guidelines, if an application is late, or an applicant requests the Community Grants Hub to approve a lodgement after the closing time and date, the Community Grants Hub will apply its [late application policy](#), which is available on the Community Grants Hub [website](#).

4. How much funding is available for this Program?

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 (this is for both components, SETS - Client Services and SETS - Community Capacity Building).

The notional amount of funding available for SETS - Community Capacity Building is \$8 to \$12 million (GST exclusive).

5. Is the funding on-going?

The funding provided under the SETS - Community Capacity Building grant opportunity will run over three years from July 2019 to June 2022.

6. Why is the SETS - Community Capacity Building grant opportunity commencing in July 2019?

In light of Government policy priorities and considerations of available funding, the SETS - Community Capacity Building component will commence on 1 July 2019.

7. Why has Settlement Grants been replaced by the SETS program?

A review of Settlement Grants was undertaken in 2017. The review included an [independent evaluation](#) conducted by the UNSW Social Policy Research Centre (SPRC).

The evaluation considered the program's appropriateness, effectiveness and efficiency. Findings from the evaluation indicated the program was working well; however, there were some aspects that could be improved. Areas for enhancement included:

- clarification of objectives and outcomes in program guidelines
- tightening up service components

- determining the most appropriate level of service to reflect a needs based approach, with a clear focus on the most vulnerable clients.

A [discussion paper](#) was published on the Department's website and provided the basis for stakeholder consultations held in late 2017.

The Department has taken the recommendations from the evaluation and [key issues](#) raised at the consultations into consideration in the final design of the SETS program.

8. The four service streams under Settlement Grants are not part of the new SETS program. Why is this?

The independent evaluation of Settlement Grants found some overlap in the services provided under the four service streams and identified benefits if these were collapsed into two activity streams with one stream that focuses on individual supports and a second stream that focuses on community-based support. The SETS program structure of two components, Client Services and Community Capacity Building, addresses this finding.

9. Can I apply for both the Client Services and Community Capacity Building SETS components?

Yes. You can apply for both the Client Services and Community Capacity Building components. The Department has separate grant opportunities and separate selection processes for the two components, so applicants must apply for each component separately on the correct application forms.

10. Why do I have to submit two separate applications?

Two separate applications are required in order to adhere to the whole-of-government Grant Opportunity Guidelines and to allow for fair and equitable assessment of both components. You can copy information from one application form to the other if you are preparing two separate applications.

11. Where can I get information about SETS - Community Capacity Building?

The SETS - Community Capacity Building Grant Opportunity Guidelines provides comprehensive information about this component of the SETS program. The Grant Opportunity Guidelines are available as part of the grant documentation for SETS – Community Capacity Building on the [GrantConnect](#) and [Community Grants Hub](#) websites.

12. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the selection process.

13. Will you contact me if there are problems/questions about my application?

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.

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.

14. Can I appeal the decision in relation to the outcome of a selection process?

No. In accordance with section 8.2 of the Grant Opportunity Guidelines, there is no appeal mechanism for decisions to approve or not approve a grant.

15. Can I submit more than one application for one SETS component?

In accordance with section 7.1 of the Grant Opportunity Guidelines for each SETS component, the Department will accept only one application per applicant. If you submit more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

16. How can I determine the service delivery areas for my application?

The geographical areas used to determine service areas will be the Statistical Area levels that are set by the Australian Bureau of Statistics (ABS) and can be found in the Australian Statistical Geography Standard (ASGS) 2011. You can find general information about the ASGS on the [ABS's Geography page](#) and a [summary of the ASGS structure](#).

When completing a grant application, you will need to select the combination of Statistical Areas that 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 areas must cover a Statistical Area Level 2 (SA2) minimum; however, applicants can select SA3s, SA4s, states or territories in their application forms if these geographical areas more accurately represent their intended service delivery areas.

17. How should I determine estimated client numbers to assist with cost estimates for service delivery?

To assist providers prepare their funding proposal, the Department has developed Settlement Information Reports that provide detailed statistical information on the SETS Target Groups. These reports are available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grants Hub](#) websites.

18. What is the Data Exchange?

The Department has implemented improved program performance reporting processes in new grant agreements through the Data Exchange. The [Data Exchange](#) applies to most client-based programs in the Department and some other government agencies, and will progressively introduce standardised, prioritised and collaborative reporting processes.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and entered directly into the Data Exchange. Participation and completion of Data Exchange Partnership Approach data, including the extended migration data set and SCORE data reporting will be mandatory for SETS service providers.

19. Do I need to be a former Settlement Grants provider to apply?

No. All applicants that meet the eligibility requirements of SETS - Community Capacity Building may apply.

20. I'm applying on behalf of a consortium. Can I identify more than 10 members of a consortium in my application form?

The application form allows applicants to identify up to 10 consortium members only. If you are applying on behalf of a consortium that has more than 10 members, please send an email to support@communitygrants.gov.au that includes:

- The details of all consortium members, including the 10 members that you have identified in your application form. For each additional member, please provide the same details that are requested in the application form.
- The name of the grant opportunity that you are applying for.
- The **Submission Reference ID** of your application form.

21. What is a lead organisation?

If you submit a joint application as a consortium, you must nominate a lead organisation for the application. The lead organisation for the project will, if your application is successful, sign the Grant Agreement, receive the funding and assume legal responsibility for performing the activities and meeting the outcomes under the Grant Agreement.

A lead organisation must be a legal entity as listed in section 3.1.1 of the Grant Opportunity Guidelines.

22. Would the Department prefer a consortia (joint) approach?

Applications submitted from individual organisations will be neither preferred nor disadvantaged over applications from consortia. Applications will be considered on their merits, based on:

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

23. Where do I get information about what to include in my application to address the assessment criteria?

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. Information that you should include in your responses to the assessment criteria is provided under each assessment criterion in Section 6 of the SETS - Community Capacity Building Grant Opportunity Guidelines.

24. Are any attachments to the application required?

Yes, you must submit a budget with your application; you may choose to use the budget template provided by the Department as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grants Hub](#) websites.

In addition to a budget, applicants should also attach financial statements for the 2015-16 and 2016-17 financial years, inclusive of profit and loss statements and balance sheets. If possible, these statements should include signed audit reports. In accordance with section 7.4 of the Grant Opportunity Guidelines, applicants the cannot provide financial statements or are not required to provide financial statements should attach the Department's *Attachment in place of financial statements* document, which is available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The budget and the financial statements or *Attachment in place of financial statements* document are the only financial information that should be attached to the application.

25. How should Social and Community Service supplementation (SACS) be treated in the application?

Applicants applying for funding 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](#).

26. Why do I have to factor in costs for translating and interpreting services into my grant application?

Under Australia's Multicultural Access and Equity Policy, all government-funded programs must be accessible to people from culturally and linguistically diverse (CALD) backgrounds. This includes access to translated material or interpreters as necessary.

All grant recipients must ensure that any services provided meet the Multicultural Access and Equity Policy. Therefore, you should consider how your services will be accessible to people from CALD backgrounds and, where translating or interpreting services will be required, factor these costs into your grant application.

27. How do I determine the cost of translating and interpreting services in my grant application budget?

The questions listed in the Translating and Interpreting Services costing tool, in the grant opportunity documentation pack on the [GrantConnect](#) and [Community Grants Hub](#) websites, will help you to consider your client base, the language services you may require and how to project a budget allocation for these language services.

28. Can grant recipients access the Free Interpreting Service?

The Free Interpreting Service (FIS) provides equitable access to key services, which are not government funded, for people with limited or no English language proficiency.

As the SETS – Community Capacity Building is a government funded program; grant recipients will not be eligible to access the FIS. Therefore, it is important that you incorporate the cost of language services into your grant application.

29. What does the term “Program Guidelines” in the application form refer to?

The “Program Guidelines” refer to the SETS – Community Capacity Building Grant Opportunity Guidelines.

30. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au or call the Community Grants Hub on 1800 020 283.

31. Can these grants be used for delivering services to people seeking asylum within their first five years in Australia or are people seeking asylum excluded?

Asylum seekers are not eligible for services provided under the SETS – Community Capacity Building.

Target groups are listed at 1.4.2 (page 9) of the SETS – Community Capacity Building Grant Opportunity Guidelines. SETS – Community Capacity Building services are delivered to New and Emerging ethno-specific:

Communities, community leaders and emerging community representatives

Organisations with limited corporate capacity.

All target groups must be **permanent residents** or providing services for permanent residents.

32. Can a consortium lead organisation submit one separate application per state or territory per SETS stream?

As per Question 15 of the Question and Answer document, and 7.1 (page 17) of the SETS - Community Capacity Building Grant Opportunity Guidelines, the Department will accept only one application per applicant. If you submit more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

The requirement for one application per organisation is consistent with previous grant rounds for settlement activities. This approach reduces the administrative burden for applicants in preparing multiple applications.

A lead organisation for a consortium applying to deliver services in multiple states or territories can only submit one application. A separate application can be submitted if a different lead organisation is nominated.

33. Where a lead organisation in a consortium makes one application across various geographic areas in a particular state, can the Department award funding to only some of those geographic areas and not all areas applied for?

Section 2 (page 11) of the SETS - Community Capacity Building Grant Opportunity Guidelines states that 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. In some cases, the Department may decide not to award funding to all the areas applied for in an application.

34. Will the Department negotiate with a successful applicant to award funding for geographic areas not applied for?

While the Department will not typically award funding to a successful applicant for geographic areas not applied for, in some cases it may be necessary to negotiate service areas to ensure the SETS program has adequate national coverage.

New question and answer added 25 May

35. Can consortium members access the Free Interpreting Service?

As stated in Question 28 of the SETS – Community Capacity Building Question and Answer document, as SETS – Community Capacity Building is a government funded program, grant recipients will not be eligible to access the Free Interpreting Service (FIS). This policy extends to consortium members. Therefore, it is important that the lead organisation of a consortium incorporates the cost of language services into the budget for the grant application.

New question and answer added 7 June

36. Why are there some Statistical Area Level four (SA4) regions missing from the Settlement Information Reports?

Response for SETS – Client Services and SETS – Community Capacity Building Q&A documents:

SETS is a national program. Some SA4s were mistakenly omitted from the New South Wales, Victoria and Queensland Settlement Information Reports. The Department is working to rectify this issue, and will provide updated reports for these states. The ACT Settlement Information Report will also be amended to reflect these updates. An addendum will be issued once these reports are available.

New questions and answers added 12 June

37. Please clarify how DSS will apply indexation or increases in costs to funding granted to providers under this Grant Opportunity, ie will CPI be applied to future years funding?

Applicants need to include any anticipated increases in costs in the out-years as appropriate as part of the budget which must be attached to the application (See 7.4 of the SETS – Client Services Grant Opportunity Guidelines). Anticipated increases in costs may include estimated changes in costs for CPI.

Additional funding for increases in costs will not be separately applied by the Department as part of the agreement negotiation process or as future supplementation. Is there provision to attach letters of support to the application?

There is no provision to attach Letters of Support to the Application. The Department will only accept and consider attachments to the application form that are requested in Section 7.4 of the SETS Grant Opportunity Guidelines.

The application allows for the applicant to nominate referees. As per Section 8.1 of the SETS Grant Opportunity Guidelines - the expert panel may seek information about your entity or your application from your nominated referees or from other sources.

New question and answer added 14 June

38. Can a proposed subcontractor also be a subcontractor noted as a party adjoining a competing bid?

A proposed sub-contractor or consortium member can be a party to more than one application, including competing applications.

New question and answer added 20 June

39. I'm completing my budget but I'm waiting on Translating and Interpreting Services National to provide information that will help me determine costs for translating and interpreting services. I don't know if I'll receive this information before the application period closes. What do I do?

Applicants should provide their budget information to the best of their knowledge with their application by the closing date of 26 June 2018. Following the close of the round, the Community Grants Hub will contact all applicants to confirm the budget information for the translation and interpreting services is correct. At this time an opportunity will be provided for applicants to update the translating and interpreting budget item only if required.

New question and answer added 21 June

40. Is there provision to attach letters of support to the application?

There is no provision to attach Letters of Support to the Application. The Department will only accept and consider attachments to the application form that are requested in Section 7.4 of the SETS Grant Opportunity Guidelines.

The application allows for the applicant to nominate referees. As per Section 8.1 of the SETS Grant Opportunity Guidelines - the expert panel may seek information about your entity or your application from your nominated referees or from other sources.