

Questions and Answers

Financial Crisis and Material Aid – Food Relief

Application Process

1. How can I apply for funding under the FWC Activity?

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

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

Applications must be submitted by **2.00pm (AEST) on 22 August 2018**. It is recommended that you submit your application **well before the closing time and date**.

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

No, extensions will not be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date the [late application policy](#) available on the Community Grants Hub website will apply.

4. Do I need to answer each question on the application form in a particular order?

You can navigate around the application form and answer questions in any order you choose. However, all questions are mandatory unless otherwise marked. The application form will not allow you to submit your application until all mandatory questions are addressed.

5. How can I submit the application form?

The form is an online application form that you must submit electronically. The Community Grants Hub will not provide application forms or accept application forms for this grant opportunity by fax, email or mail.

6. Is my organisation eligible to apply if it is not a legal entity?

Certain non-legal entity types can be considered eligible for this grant opportunity. Eligibility criteria are included in the Grant Opportunity Guidelines at section 3.

7. My organisation would like to apply for Food Relief in some States/ Territories, is this possible?

No. Your organisation must apply to provide food relief nationally.

8. Can my organisation apply for more than one funding round?

There will be an open competitive funding round, for each of the following FWC sub-activities: Emergency Relief, Food Relief, Commonwealth Financial Counselling and Financial Capability and Commonwealth Financial Counselling Helpline.

Organisations can apply for multiple sub-activities. You must provide a separate application for each, in accordance with the respective Grant Opportunity Guidelines.

Only one application will be accepted per sub-activity. For example, one application for Emergency Relief, one application for Food Relief.

9. 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 assessment process.

10. What feedback will be available for this grant round?

A feedback summary will be published on the Community Grants 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.

Individual feedback for this grant opportunity may be requested within 30 days of receiving an outcome notification. Feedback will be provided within 30 days of receiving the request.

11. If we are unsuccessful, will the Department of Social Services be involved in communicating to local stakeholders and clients that services will no longer be provided by our organisation?

It is up to individual organisations to communicate any changes to their services to local stakeholders and clients. The Department of Social Services will ensure that the outcome of selection processes is publicly available and can provide advice to support organisations that have been unsuccessful in the funding round.

12. How can I find out about other Commonwealth FWC funding opportunities in my state or region?

Further information about open selection processes for Commonwealth grants can be found on the [Community Grants Hub website](#). You may wish to [subscribe](#) for updates.

Funding

13. How much funding is available for this program?

The maximum grant amount is \$1 million per financial year (pro rata for 2018-19). There is no minimum amount.

14. Is the funding ongoing?

Grant agreements will be offered for four and half years, from 1 January 2019 to 30 June 2023.

15. When will funding commence?

Funding agreements will be in place by 1 January 2019. Successful organisations will be sent an offer of grant funding by the Department of Social Services once the grant round and assessment process has been completed.

16. What are the conditions of funding for this grant?

A copy of the terms and conditions for the FWC Activity are included in the grant opportunity documentation.

17. What can my organisation use the grant funding for?

Grant money can be used in accordance with the information outlined in the Grant Opportunity Guidelines.

Food Relief

18. Why have you redesigned the FWC Activity?

The FWC Activity has been redesigned to ensure Commonwealth funding to services is appropriately targeted and aligned with the Government's policy priorities, while providing a firm legislative footing for this Activity.

The Government has a responsibility to ensure activities undertaken by organisations funded under the FWC Activity are aligned to a head of power in the Commonwealth of Australia's Constitution. To address this, eligibility criteria will be applied to all FWC sub-activities.

19. What are the new eligibility criteria for clients to receive Food Relief services?

The eligibility criteria for clients to receive Food Relief is: *not being able to pay a bill, or at imminent risk of not being able to pay a bill.*

Food Relief providers do not provide food items directly to consumers and will continue to provide food items to Emergency Relief organisations. It will be the Emergency Relief organisations' role to determine that clients meet the above eligibility criteria.

20. What does “unable to pay their bills, or at imminent risk of being unable to pay bills” mean?

Imminent risk takes its everyday meaning of “close” or “near”. Each organisation will be expected to exercise its professional judgement to assess if this is the case for a presenting client.

A bill can include (but is not limited to): food, utilities, medical expenses, or basic household goods. For example, a client presenting with a bill that falls for payment within the next calendar month, which they will be unable to pay, would be considered at imminent risk of being unable to pay their bills.

21. Why are partnerships, linkages and collaboration with other agencies and organisations important?

The Department of Social Services encourages collaboration and partnerships as a key component of effective service delivery models. It assists organisations in making appropriate referrals and co-ordinating services to improve client outcomes. The goal is to develop and

maintain a strong referral pathway across the suite of FWC services and other programs as appropriate.

22. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au or call 1800 020 283.

New questions and answers added 20 July 2018

Consortium applications

23. 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.

24. 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.

25. 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.

26. Is DSS now requiring a different data set to what is currently used in the DEX system?

Organisations delivering FWC services will be required to collect client information (e.g. identifying and demographic characteristics) and enter this directly into the department's performance reporting solution, the Data Exchange (DEX). These requirements have not changed under the redesigned FWC Activity.

Under the redesigned FWC Activity organisations will also be required to participate in the partnership approach as a condition of the grant agreement. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. Support is available for organisations implementing the partnership approach including training webinars, tailored program guidance and task cards. Further information can be found at <https://dex.dss.gov.au/>

In addition, organisations will be required to only report individual client records, and not unidentified or group clients. This change has been made to improve the accuracy of the data collected.

27. If so, for what purposes will DSS be using this personal information?

There are no changes to the way the Data Exchange collects or uses personal information. Client level data provided through the Data Exchange is **de-identified** so that no identifiable client information is able to be used by the Department. **De-identified** information is used for the purposes of policy development, grants program administration, research and evaluation. Further information about client privacy is available in the Data Exchange Protocols https://dex.dss.gov.au/wp-content/uploads/2017/03/data_exchange_protocols.pdf

The purpose of the partnership approach is to provide an overall picture of the complexity of client need and offers organisations the ability to share information on the outcomes achieved through interaction with their service. The partnership approach also ensuring that programs are supported by evidence on what achieves outcomes for clients. Effective outcomes measurement is vital to ensuring the Department can demonstrate the effectiveness of the clients' service interaction.

28. Has DSS considered the impact these data collection requirements will have on services such as the National Debt Helpline? These include the likelihood that some clients will not proceed with the service, as well as the time it may take for services to collect this data.

Under the FWC redesigned Activity organisations will be expected, as part of the obligations of the grant agreement with the Department, to collect and report client data (including, where the grant agreement specifies, the partnership approach).

While organisations are expected to ask clients for information, there is no obligation on clients to provide this information in order to receive a service. Organisations delivering FWC however, will be required to engage with potential clients to determine if they meet the eligibility criteria.

The Department acknowledges there may be a small number of occasions where clients do not want their personal information recorded, for example due to privacy concerns. In these circumstances, organisations should provide advice to clients about the way the Data Exchange collects and uses personal information. Further information about client privacy is available in the Data Exchange Protocols https://dex.dss.gov.au/wp-content/uploads/2017/03/data_exchange_protocols.pdf