

Families and Communities Program Redress Support Services Grant Opportunity Guidelines

Opening date:	17 August 2018
Closing date and time:	2pm AEST on 27 August 2018
Commonwealth policy entity:	Department of Social Services
Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: support@communitygrants.gov.au
Date guidelines released:	17 August 2018
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Contents

- Families and Communities Program: Redress Support Services Processes 4**
- 1.1 Role of the Community Grants Hub 5
- 1.2 About the grant program 5
- 1.3 About the Grant Opportunity 7
- 1.4 Grant Opportunity outcomes 9
- 1.5 Target Group 10
- 2. Grant amount 11**
- 3. Grant eligibility criteria 11**
- 3.1 Who is eligible to apply for a grant? 11
- 3.2 Who is not eligible to apply for a grant? 13
- 3.3 What qualifications or skills are required? 13
- 4. Eligible grant activities 14**
- 4.1 What can the grant money be used for? 14
- 4.2 What the grant money cannot be used for? 14
- 5. The grant selection process 15**
- 6. The grant application process 15**
- 6.1 Overview of application process 15
- 6.2 Application process timing 15
- 6.3 Completing the Letter of Invitation 16
- 6.4 Questions during the application process 16
- 6.5 Further grant opportunities 17
- 7. Assessment of grant applications 17**
- 8. Who will approve grants? 17**
- 9. Notification of application outcomes 17**
- 10. Successful grant applications 18**
- 10.1 The grant agreement 18
- 10.2 How the grant will be paid 18
- 11. Announcement of grants 19**

12. Delivery of grant activities	19
12.1 Your responsibilities	19
12.2 Department of Social Services' responsibilities	20
12.3 Grant payments and GST	20
12.4 Reporting	20
12.5 Evaluation	21
12.6 Acknowledgement	21
12.7 Multicultural Access and Equity	21
13. Probity	22
13.1 Complaints process	22
13.2 Conflict of interest	23
13.3 Privacy: confidentiality and protection of personal information	23
13.4 Freedom of information	25
14. Glossary	26

1. Families and Communities Program: Redress Support Services Processes

The Program is designed to achieve Australian Government objectives

This grant opportunity is part of the National Redress Scheme for people who have experienced institutional child sexual abuse, which contributes to Department of Social Services Outcome 2: Families and Communities. The Department of Social Services works with stakeholders to plan and design the grant programs 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 a Letter of Invitation, which forms your application

You must read these grant guidelines before you submit your letter of invitation. Further information 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 review all grant applications

We check the application against eligibility criteria and notify you if you are not eligible.



We make grant recommendations

We provide advice to the decision maker on 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 enter into a grant agreement

We 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 grant opportunity

We evaluate the specific grant activity. We base this on information you provide to us and that we collect from various sources.

1.1 Role of the Community Grants Hub

The Community Grants Hub will administer this grant opportunity on behalf of the Department of Social Services (the Department) under a whole of Australian Government initiative to streamline grant processes across agencies.

1.2 About the grant program

Redress Support Services are a component of Outcome 2: Families and Communities Program within the National Redress Scheme component of the Families and Children Activity.

Redress Support Services will provide timely and seamless access to trauma-informed and culturally appropriate community-based support services to support people's engagement with the National Redress Scheme (the Scheme).

The National Redress Scheme

The Scheme was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse (the Royal Commission). It is a way to acknowledge that many children were sexually abused in Australian institutions, to hold institutions to account for this abuse, and help people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response, and a monetary payment. The Scheme started on 1 July 2018 and will run for 10 years.

The Scheme is available to people:

- who experienced sexual abuse when they were a child
- before 1 July 2018
- in an institutional setting.

In addition, to access redress, a person must be:

- born before 30 June 2010
- an Australian citizen or permanent resident.

Up-to-date information on the Scheme is available on the [National Redress Scheme](#) website.

The role of Redress Support Services

Redress Support Services will support people's engagement with the Scheme by:

- communicating and promoting the Scheme to people affected by institutional child sexual abuse
- providing guidance and support to people considering applying
- providing timely and accurate information to people about the Scheme
- providing practical support to people completing applications for redress
- providing professional and trauma-informed support to people throughout their engagement with the Scheme.

For many people who experienced institutional child sexual abuse, applying for redress may be the first time they disclose their abuse, and for many applicants it may trigger associated trauma.

The target group seeking support from Redress Support Services is highly diverse, and includes particularly vulnerable groups of people who may face complex barriers and other difficulties engaging with the Scheme.

Anticipating the extent of historical institutional child sexual abuse across Australia is difficult, however the Royal Commission estimated that there could be as many as 60,000 people who experienced institutionalised child sexual abuse.

Although participation in the Scheme is voluntary, uptake has been highly encouraging. All state and territory governments and an increasing number of non-government institutions have joined the Scheme. Institutions continue to engage constructively and it is expected that the number of participating institutions will continue to grow. Institutions not currently participating in the Scheme will have two years from its commencement to join the Scheme.

The strong willingness to join the Scheme means there is already a high demand for Redress Support Services within the community, and applicants should expect this demand to continue over the short-to medium term life of the Scheme.

The Department is already funding organisations to deliver Redress Support Services across Australia. Prior to the Scheme commencing, these organisations delivered Royal Commission Support Services to assist people engaging with the Royal Commission.

This grant opportunity ensures continuity of support for clients currently accessing these services for support with redress by inviting existing Royal Commission Support Services to deliver Redress Support Services until 30 June 2021.

This approach aims to ensure survivors connected to these support services through the Royal Commission process are able to continue accessing support to apply for redress. It also aims to meet the earlier than anticipated surge in demand for support services.

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

1.3 About the Grant Opportunity

These guidelines outline the requirements for the new Redress Support Services.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- how to apply for the grant opportunity
- how grant applications are monitored and evaluated
- the responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

Purpose of this grant opportunity

The Australian Government is committed to funding new Redress Support Services to assist people to apply to the Scheme.

Through interim arrangements, existing grants with Royal Commission Support Services were extended to 31 December 2018 to ensure continued support for people who experienced institutional child sexual abuse as the Scheme commenced.

This grant opportunity establishes new dedicated Redress Support Services to provide trauma-informed and culturally appropriate support to people who experienced institutional child sexual abuse as they engage with the Scheme.

This grant opportunity forms part of the Government's strategy to deliver Redress Support Services.

Organisations funded through this grant opportunity will deliver Redress Support Services to 30 June 2021.

A short-term boost of funding is also provided through this grant opportunity to services offering specialised support to clients with complex needs, specifically Indigenous Australians, Forgotten Australians, Former Child Migrants, people with disability, and people in rural and remote locations, in recognition of the more intensive nature of this support.

Redress Support Services are underpinned by evidence-based practice, design and delivery principles that ensure:

- a tailored but flexible approach to support people to engage in the redress process
- the importance of validating and respecting the different histories of people affected by institutional child sexual abuse
- the person who experienced the child sexual abuse is central to all service design and delivery
- people who experienced child sexual abuse are empowered to make their own informed choices
- service delivery staff have appropriate specialist skills / training and understand trauma and the unique and varied impacts of past institutional practices
- where service delivery organisations have existing or historical links to institutions, services will be transparent and, where necessary, publically acknowledge their involvement in past practices and/or links to organisations and individuals involved in past practices, confirm their commitment to deliver high-quality and independent services, and outline their policies for handling real and perceived conflicts of interest.

Services will be delivered nationally through various delivery methods to ensure accessibility for Scheme applications. Delivery methods may include, but are not limited to:

- face-to-face settings
- outreach services
- national telephone support
- online support.

1.4 Grant Opportunity outcomes

The primary objective of Redress Support Services is to provide flexible, timely and transparent assistance and support to people engaging with the Scheme.

The roles of the Redress Support Services are to:

- provide accessible, client-focused support and counselling at all stages of the Scheme
- support people to describe their experience in their application
- support people through the application and outcomes process, including providing support during stages of the process they may find difficult such as attending legal advice sessions to sign the acceptance document, which gives effect to the statutory release or participating in a Direct Personal Response
- provide support through qualified practitioners and trained professionals
- ensure equitable and appropriate access for particularly vulnerable groups of people,
- provide access to interpreting or cultural translation services as required
- support people who receive an offer of redress with supportive, warm-referrals to the Scheme's legal support services
- assist people who accept an offer of redress support to engage with the relevant institution for a Direct Personal Response
- provide supportive referrals to legal support services, financial support services, counselling and psychological care providers
- refer to or collaborate with appropriate services to provide social and practical support to clients during the application process such as housing, health, mental health, financial and aged care services to meet the critical needs of the individual
- collaborate with other organisations, such as local community groups, to support people's engagement with the Scheme
- in cases where an individual is unable to access the Scheme, provide a warm referral to other existing support services to continue their care
- work with the relevant Australian Government departments and other relevant organisations as required to ensure successful implementation and continuous improvement of the Redress Support Services
- support and participate in the Scheme's evaluation process.

Support is available to clients:

- prior to application so clients understand the application process from end to end, the eligibility requirements, and the steps involved,
- during the application process, answering questions clients may have, helping them complete and lodge applications
- during the notification periods so the client can understand what is being communicated and be provided with support to help process the information
- when a decision is made in respect to the application
- after the offer of redress is issued to the client to help them access Counselling and Psychological Care, Direct Personal Response or other related referral.

The expected outcomes of the proposed Redress Support Services are for people who have experienced institutional child sexual abuse to have:

- been treated with dignity and respect, with an acknowledgement that their experience of childhood sexual abuse was wrong and should never have happened
- accessed flexible support services through the application process when needed
- been well informed of the Scheme process
- been assisted, through sensitive support, to complete their application and process the assessment outcome
- a good understanding of support services for themselves and their families/support network
- support from individuals and organisations independent from past providers of care and/or institutions responsible for institutional child sexual abuse
- support to understand and manage an offer of redress
- to be safely referred to ongoing supports once engagement with the Scheme has finished.

1.5 Target Group

The target group for Redress Support Services are people who have experienced sexual abuse as children (under the age of 18 years) in institutional contexts before the commencement of the Scheme on 1 July 2018.

This target group is highly diverse, and includes particularly vulnerable groups of people who may have difficulties engaging with the Scheme. This includes people that may face barriers accessing government services due to factors including lower levels of literacy, limited computer literacy or access, and disengagement. Specific cohorts may include, but are not limited to:

- Forgotten Australians
- Former Child Migrants
- Indigenous Australians, including Stolen Generations
- people with disability, including people with an intellectual disability
- people with mental health difficulties
- people from culturally and linguistically diverse backgrounds
- people with low literacy
- people under the age of 18
- people living in rural and remote areas
- people who are experiencing homelessness
- people living in residential care
- people who experienced abuse in a religious or clerical institution
- other cohorts with specific support needs.

2. Grant amount

Up to \$37.2 million over 2 years and 9 months is available for this grant opportunity, starting in October 2018 and finishing on 30 June 2021.

Subsequent grant processes will be undertaken at a later stage to ensure community-based Redress Support Services continue throughout the life of the Scheme (2018-28).

3. Grant eligibility criteria

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

3.1 Who is eligible to apply for a grant?

To be eligible to receive a grant, the potential grantee must be currently funded by the Department to deliver Royal Commission Community-Based Support Services, be one of the listed invited organisations and have received an invitation to apply through GrantConnect.

State	Invited Organisation
ACT	Aboriginal and Torres Strait Islander Healing Foundation
ACT	Canberra Rape Crisis Centre Incorporated
NSW	Blue Knot Foundation
NSW	Care Leavers Australasia Network Incorporated
NSW	Hawkesbury Area Women's & Kids Services Collective
NSW	Interrelate Limited
NSW	Link-Up (N.S.W) Aboriginal Corporation
NSW	People with Disability Australia Ltd.
NSW	Rape & Domestic Violence Services Australia Inc.
NSW	Relationships Australia (NSW) Limited
NT	Danila Dilba Aboriginal Corporation
NT	Relationships Australia - Northern Territory Inc
QLD	Bravehearts Foundation Limited
QLD	Centre Against Sexual Violence Inc.
QLD	Link-Up (QLD) Aboriginal Corporation
QLD	Micah Projects Limited
QLD	Relationships Australia (Qld)
SA	Nunukuwarrin Yunti of South Australia Incorporated
SA	Relationships Australia South Australia Limited
SA	Victim Support Service Incorporated
TAS	Relationships Australia Tasmania Incorporated
TAS	Sexual Assault Support Service Incorporated
VIC	Berry Street Victoria Inc. (Open Place)

State	Invited Organisation
VIC	Child Migrants Trust Inc
VIC	Child Wise Limited
VIC	Children and Young People with Disability Australia
VIC	Drummond Street Services Inc.
VIC	In Good Faith Foundation Ltd
VIC	On the Line Australia Limited (Mensline Australia)
VIC	Relationships Australia (Victoria) Inc.
VIC	Tzedek Inc
VIC	Victorian Aboriginal Child Care Agency Co Op Ltd
WA	Kimberley Stolen Generation Aboriginal Corporation
WA	Relationships Australia (Western Australia) Inc.
WA	Yorgum Aboriginal Corporation

The Department selected these organisations to deliver Redress Support Services to 30 June 2021 as they have established relationships with the target group and are well placed to support people to apply to the Scheme, particularly through the initial surge of interest in the Scheme's first years of operation. These organisations have also demonstrated their understanding of the complex support needs of people who experienced institutional child sexual abuse, and their ability to provide trauma-informed specialist support delivered by appropriately qualified and experienced professionals.

Applicants invited to this grant opportunity have been providing support to people who experienced institutional child sexual abuse as they engaged with the Royal Commission. Many people who engaged with the Royal Commission will now be considering applying to the National Redress Scheme, and therefore a continuation of existing support from trusted service providers will be important.

The Department is satisfied that services provided during this time were trauma-informed, delivered by appropriately qualified and experienced professionals, and applied a deep understanding of the complex support needs of people who experienced institutional child sexual abuse, including particularly vulnerable client cohorts. These services therefore are most appropriate to continue to receive funding to support people who experienced institutional child sexual abuse to engage with the National Redress Scheme.

Grantees will also be required to undertake further professional development to ensure the professional capabilities of their staff are appropriate for delivering specialist supports to people engaging with the Scheme.

The Department will determine eligibility for surge funding to address demand based on previous client-level service data, taking into consideration the complexity of client support needs (including Forgotten Australians, Stolen Generations and Indigenous people), and complexity of service delivery needs (e.g. people living in rural and remote locations and others with accessibility issues). The letter of invitation to these selected organisations will include the indicative funding amount per organisation that is available.

No further organisations will be invited to apply to this specific grant opportunity. However, details of a separate grant opportunity (described at 6.5) will be made available at a later date.

3.2 Who is not eligible to apply for a grant?

An organisation is not eligible to apply for this grant opportunity if it is not identified in the table at Section 3.1.

The Department will not consider any applications submitted by ineligible organisations.

3.3 What qualifications or skills are required?

The scope of the Redress Support Services is specialised. Staff working on the grant activity must be suitably trained and experienced in responding to complex trauma, with a deep understanding of the often complex practical support and emotional needs of people affected by child sexual abuse and people affected by past institutional and child-welfare practices and policies.

Staff must have relevant qualifications in psychology, social work, counselling or other relevant fields or substantial similar experience, with an understanding of child sexual abuse and trauma.

Services must ensure staff are trained in cultural safety/awareness and in supporting people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds.

Applicants must comply with the Department's 'Vulnerable Persons, Police Check and Criminal Offences' policy available at the [Department of Social Services website](#) as stated in the Commonwealth Standard Grant Conditions.

Funding for professional development and access to supervision is included as part of the model. This reflects the specialised nature of the support services, and the importance of supporting staff through work that can be challenging, professionally and personally.

Redress Support Services are required to provide appropriate:

- Continuous professional development to support practitioners to maintain and improve appropriate skills and knowledge to support individuals affected by child sexual abuse.
- Access to supervision, complemented by debriefing arrangements as appropriate, to support staff wellbeing with this challenging work.

Redress Support Services staff are required to participate in training provided by any capacity building services and other Scheme-specific training sessions.

4. Eligible grant activities

4.1 What can the grant money be used for?

The grant can be used for the following grant activities:

- delivery of support service activities, including providing information and support to assist clients to access the Scheme
- staff salaries and on-costs which can be directly attributed to the provision of the Redress Support Service in the identified service area/s as per the grant agreement
- employee training for paid and unpaid staff that is relevant, appropriate and in line with Redress Support Services objectives
- relevant staff supervision and support for those working with Redress Support Services clients
- departmental approved subcontracting arrangements and brokerage to provide support for clients with specialised needs or in rural and remote locations where the funded Redress Support Services provider is unable to deliver the service directly.

Costs that the grant can be used for are:

- operating and administration expenses directly related to the delivery of services, such as:
 - telephones
 - rent and outgoings
 - computer/IT/website/software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - travel/accommodation costs
 - assets that can be reasonably attributed to meeting agreement deliverables
 - screening processes for paid, unpaid and sub-contracted staff.

4.2 What the grant money cannot be used for?

Grants are not provided for:

- purchase of land
- covering 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.

5. The grant selection process

This grant opportunity has been established as a restricted non-competitive process. The Department considers this an appropriate type of selection process to provide continuity of care for people who experienced institutional child sexual abuse as they engage with the Scheme.

6. The grant application process

6.1 Overview of application process

You must read these grant guidelines, the letter of invitation, the grant agreement terms and conditions, and questions and answers document prior to submitting a letter of invitation (refer also to section 6.3).

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

Please keep a copy of your letter of invitation and any supporting papers.

6.2 Application process timing

The application period for this grant opportunity is open on **17 August 2018** and closes at **2pm AEST 27 August 2018**. You must submit your letter of invitation by the closing time.

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

- Community Grants Hub infrastructure failures
- natural disasters
- power outages affecting the ability of the applicant to submit their application by the deadline
- 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 from October 2018 and the expected completion date is 30 June 2021. You must spend the grant by the end date and any unspent funding after the end date of the grant must be returned to the Commonwealth.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 17 August 2018 Close: 2pm AEST 27 August 2018
Assessment of applications	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Notification to unsuccessful applicants	2 weeks
Activity commences	10/2018
End date	30/06/2021

6.3 Completing the Letter of Invitation

You must submit your application using the individualised letter of invitation form that was emailed to you. A generic template is available on the [GrantConnect website for information](#).

If you have not received the letter of invitation template for completion, please contact 1800 020 283 or email support@communitygrants.gov.au prior to the application period close date.

Once you have completed the letter of invitation, you must submit it via email to support@communitygrants.gov.au.

Please include in the subject line of your email response 2018-2453 Redress Support Services. Please keep a copy of your letter of invitation.

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

6.4 Questions during the application process

Only invited applicants' questions will be responded to during the application period, please call the Community Grants Hub on 1800 020 283 or email to support@communitygrants.gov.au.

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

The question period will close at **5.00pm AEST on 23 Aug 2018**. Following this time, only questions relating to using and/or submitting the application form will be answered.

6.5 Further grant opportunities

A separate grant opportunity will build on the existing service footprint and fund new and existing providers to respond to new and emerging client groups or broaden an existing service presence across a broader geographic area to better respond to the needs of clients. For example, this could include extending services to people living in rural and remote areas that may wish to access the Scheme, and culturally appropriate and targeted approaches for Aboriginal or Torres Strait Islander peoples, people with disability and child applicants.

More information about this grant opportunity will become available at a later date through GrantConnect and the Community Grants Hub websites.

7. Assessment of grant applications

The letter of invitation (also referred to as the application in these guidelines) will be reviewed. A review team will ensure that your organisation meets eligibility requirements. The review team will be comprised of staff in the Community Grants Hub.

If the selection process identifies that additional information or clarification is required, you may be contacted to provide further information.

8. Who will approve grants?

The Departmental delegate, which is the Deputy Secretary, Families and Communities, will make the final decision to approve a grant.

The delegate's decision is final in all matters, including the:

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

The delegate must not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and/or if 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

Applicants will be notified of their individual outcomes in writing following a decision by the Departmental delegate. If an applicant is successful, the notification will contain details of any specific conditions attached to the grant.

10. Successful grant applications

10.1 The grant agreement

Successful applicants must enter into a legally binding grant agreement with the Commonwealth represented by Department of Social Services. The Department of Social Services will use the *Commonwealth **Standard Grant Agreement***. Standard terms and conditions for the grant agreement will apply and cannot be changed. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

The successful applicant will be required to provide:

- information using the Department of Social Services Data Exchange
- Activity work plans
- an Independence Assurance Management strategy that outlines your organisation's conflicts of interest with organisations and people responsible for all forms of institutional child abuse, your strategies to manage these, and your approach to review these to ensure they remain effective. This should be regularly reviewed and updated throughout the term of the grant agreement.

The Department 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 may:

- terminate the grant agreement
- shorten the grant funding period
- withhold payment until the issue is resolved.

You should not make financial commitments until the Commonwealth has executed a grant agreement.

10.2 How the grant will be paid

The grant agreement will state the:

- Maximum amount to be paid
- Activity requirements
- Payment amount and milestones
- Performance indicators
- Reporting milestones
- Financial acquittal requirements.

We will make an initial payment on the date shown in your grant agreement, when the grant agreement has been executed. We will then make six monthly payments on the dates shown in your grant agreement.

If you incur extra expenditure, you must bear the costs.

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

If successful you must carry out the grant activities in accordance with these guidelines and the grant agreement, which includes the standard terms and conditions and any supplementary conditions. The grant agreement will outline the specific grant requirements.

You will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- meeting milestones and other timeframes specified in the grant agreement
- complying with record keeping, reporting and acquittal requirements in accordance with the grant agreement
- participating in grant program evaluation as necessary for the period specified in the grant agreement
- ensuring that the grant activity outputs and outcomes are in accordance with the grant agreement.

Providers delivering services under the Redress Support Services program must comply with all relevant Commonwealth and state and territory legislation and regulations. It is particularly important that all services meet all requirements for working with vulnerable people and state-based working with children checks.

Redress Support Services program service providers will comply with Commonwealth legislation including:

- *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*
- *Privacy Act 1988* (Commonwealth) in performing the obligations outlined in the grant agreement
- *Copyright Act 1968* in regards to undertaking Redress Support Services
- *Freedom of Information Act 1982* (Commonwealth)
- *Family Law Act 1975*
- *Family Law Amendment (Shared Parental Responsibility) Act 2006*
- *Family Law (Family Dispute Resolution Practitioners) Regulations 2008*
- *Marriage Act 1961*
- *Sex Discrimination Act 1984*.

In delivering the Redress Support Service, organisations are required to comply with all relevant laws; and comply with Department Policies as specified at [Doing Business with Department of Social Services](#).

12.2 Department of Social Services' responsibilities

The Department will:

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

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

12.3 Grant payments and GST

If applicable, GST will be payable on this grant funding and will be set out in the grant agreement.

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

Redress Support Service grantees must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement. Service providers will be required to collect client-level data and enter this directly into the Department's performance reporting solution, the Data Exchange.

There are two types of performance information that can be reported through the Data Exchange:

- The Priority Requirements are a small set of mandatory data items including client identity characteristics (given and family names, date of birth, gender and residential address), client demographic characteristics (indigenous status, cultural and linguistic diversity, and disability status, impairment or condition), and service delivery information (outlets, cases, sessions).
- The Partnership Approach is a voluntary extended data set that can be provided in exchange for relevant reports. The extended data set includes information about a client's presenting needs and circumstances, and outcomes-focused data to help track whether client's outcomes are fluctuating or improving over time.

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

The Data Exchange takes its privacy obligations very seriously to ensure it does not contravene the Commonwealth Privacy Act 1988. Consistent with good privacy practice, our approach has been to implement our privacy obligations by design, that is, to build effective privacy controls into the policies, procedures and systems of the Data Exchange.

The Data Exchange protects client privacy by ensuring personal information is only collected for storage in the Data Exchange with a client's consent where an organisation chooses to use the Data Exchange for its own client management purposes.

Client level data provided through the Data Exchange is de-identified so that no identifiable client information is able to be used by a service provider's funding agency. Information collected through the Data Exchange is de-identified and used for research and policy analysis only. The Data Exchange is interested in analysing trends at the program and whole-of-program level, not individual clients.

Please refer to the 'Collecting Personal Information' section of the Data Exchange Protocols for more detailed information about privacy, consent and notification arrangements in the Data Exchange.

A Privacy Brochure has also been made available to provide to clients, to help them easily understand the privacy arrangements as outlined in the Data Exchange Protocols.

The Data Exchange has two standardised six monthly performance reporting periods each year, which run from 1 July to 31 December and 1 January to 30 June, with a 30 day close off period after each of these. Once the close-off period is completed no further changes can be made to the data.

12.5 Evaluation

The Department will evaluate the Redress Support Services to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

A planned review of support services prior to 31 December 2019 will examine demand, availability and access to services, and draw on the Department of Social Services Data Exchange information to inform funding arrangements from 1 January 2020.

12.6 Acknowledgement

The Program logo is designed to be used on all materials. Whenever the logo is used the publication must also acknowledge the Commonwealth as follows:

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

12.7 Multicultural Access and Equity

Australia's Multicultural Access and Equity Policy obliges Australian government agencies to ensure their policies, programs and services (including those conducted by contractors and service delivery partners) are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds. For further information on the Multicultural Access and Equity Policy please refer to the [Department of Home Affairs website](#).

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 clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services - and other requirements for ensuring accessibility should be factored into grant applications (see the Translating and Interpreting Services costing tool in the [Grant Opportunity Documents](#)). The [Australian Government Language Services Guidelines](#) on the [Department of Social Services](#) website may also assist grant recipients implement language services for their clients.

13. Probity

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

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

13.1 Complaints process

Complaints about the Program

The Department's [Complaints Procedures](#) apply to complaints about the Program. All complaints about a grant process must be lodged in writing.

Any questions you have about grant decisions for the Program should be sent to support@communitygrants.gov.au.

Complaints about the Process

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

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub.

Applicants can lodge complaints through the following channels:

Phone: 1800 634 035
Mail: Community Grants Hub Complaints
GPO Box 9820
Canberra ACT 2601

A complaints form is available on the [Department's website](#).

Complaints to the Ombudsman

If you do not agree with the way the Department 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.

The Commonwealth Ombudsman can be contacted on:

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

13.2 Conflict of interest

This section relates to conflict of interest in respect to the assessment of an application.

A conflict of interest arises where a person makes a decision or exercises a power in a way that may be, or may be perceived to be, influenced by either material personal interests (financial or non-financial) or material personal associations.

For example, there may be a conflict of interest if the Department, the Community Grants Hub staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
- has a relationship with an organisation, such as legal or financial relationships, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the Program.

If you identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the Department 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 Department reserves the right to assess the potential impact of the conflict or perceived conflict and what plans, if any, are proposed to address the conflict of interest in relation to the application for funding.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13(7)) of the *Public Service Act 1999*. We publish our conflict of interest policy available on the [Community Grant Hub](#) website.

13.3 Privacy: confidentiality and protection of personal information

We treat your personal information according to the 13 Australian Privacy Principles and the *Privacy Act 1988*.

This includes letting you know:

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

You are required, as part of your application, to declare your ability to comply with the *Privacy Act 1988*, including the Australian Privacy Principles and impose the same privacy

obligations on any subcontractors you engage to assist with the activity. You must ask for the Australian Government's consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information about grant applicants and grant recipients under the Program in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We may reveal confidential information to:

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

We may share the information you give us with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *Public Governance, Performance and Accountability Act*
- *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
 Department of Social Services
 Government and Executive Services Branch
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. Glossary

Term	Definition
assessment criteria	The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.
commencement date	The expected start date for the grant activity.
completion date	The expected date that the grant activity must be completed and the grant spent by.
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"> a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Sets out the relationship between the parties to the agreement, and specifies the details of the grant.

Term	Definition
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities.
grantee	An individual/organisation that has been awarded a grant.
PBS Program	Described within the entity's Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities.
selection 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.