

Multicultural Affairs and Citizenship Program Fostering Integration Grants Guidelines

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Commonwealth policy entity:	Department of Home Affairs
Enquiries:	If you have any questions, please contact: Phone: 1800 020 283 Email: support@communitygrants.gov.au
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1. Multicultural Affairs and Citizenship Program : Fostering Integration Grants Processes

The Program is designed to achieve Australian Government objectives

This grant opportunity is part of the above Grant Program funded in the 2018-19 Budget, which contributes to the Department of Home Affairs' Outcome 2, 2.1 Multicultural Affairs and Citizenship Program. The Department of Home Affairs 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. Further information can be found on [GrantConnect](#). 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 Minister for Immigration, Citizenship and Multicultural Affairs (the decision maker) on the merits of each application.



Grant Decisions are made

The Minister 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.



Evaluation of the Fostering Integration Grants Program

We will evaluate the Fostering Integration Grants 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 Home Affairs under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

1.2 About the Grant Program

The 2018-19 Budget establishes the Fostering Integration Grants Program to help local groups to assist migrants to integrate into Australian economic, social and civil life.

The program will run in 2018-19 to 2019-20 and will help to implement the Government's multicultural statement, *Multicultural Australia: United, Strong, Successful*. A copy of this statement is available on the Department of Home Affairs [website](#).

The program is being provided by the Department of Home Affairs and is part of 2.1 Multicultural Affairs and Citizenship program, within Outcome 2.

Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through effective management of the visa, multicultural and citizenship programs and provision of refugee and humanitarian assistance.

Program 2.1 Multicultural Affairs and Citizenship: To support a prosperous and inclusive society through the promotion, delivery and effective management of the Australian multicultural and citizenship programs.

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

1.3 About the Grant Opportunity

These grant guidelines govern the Fostering Integration Grants Program. This grant opportunity will assist migrants to integrate into Australian social, economic and civil life, a critical element in building social cohesion.

Australia is a multicultural society. Almost half of our current population was either born overseas or has at least one parent born overseas. We have flourished in part thanks to our cultural diversity, underpinned by our common values and commitment to freedom, security and prosperity. We do not take our harmony and prosperity for granted. Together – as individuals, groups and at all levels of government – we will continue to build stronger, more cohesive and prosperous communities.

The objectives of the Fostering Integration Grants are to more effectively facilitate the integration of migrants by:

- encouraging the social and economic participation of migrants by developing skills and cultural competencies to integrate into Australian social, economic and civil life, and build community resilience
- promoting and encouraging the uptake of Australian values and liberal democracy and amplifying the value of Australian citizenship
- addressing issues within Australian communities that show potential for, or early signs of, low social integration
- promoting a greater understanding and tolerance of racial, religious and cultural diversity.

Grants will fund services, activities and events that seek to work with:

- newly arrived migrants
- first and second generation migrants
- communities showing early signs of or potential for integration challenges and/or racial, religious or cultural intolerance.

1.4 Priority groups

Priorities within the categories above include:

- Young people: Young migrants can face significant challenges in their integration, including acquiring English language skills, finding employment, moving between

cultures, negotiating cross-generational relationships, and navigating mainstream services

- Women: Migrant women, particularly those with significant caring responsibilities, can face additional social isolation and barriers to economic and civic participation. In *Hearing her voice: report from the kitchen table conversations with culturally and linguistically diverse (CALD) women on violence against women and their children* participants articulated that social isolation is a key problem for CALD women. Communities with a demonstrated low level of social integration and/or English language proficiency
- Communities that promote successful regional migration.

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 checked and assessed
- responsibilities and expectations in relation to the grant opportunity

You must read this document before filling out an application.

1.5 Grant Opportunity outcomes

The Fostering Integration Grants are expected to contribute to an integrated and cohesive multicultural Australia where migrants:

- have capacity to communicate in English, the national language of Australia
- actively participate in Australian society through work, school, sport or other community activities
- embrace Australian values and abide by Australian laws
- are gainfully employed
- are resilient in times of crisis
- have social networks that cross ethnic and religious groups
- are welcomed and supported by the broader Australian community.

2. Grant amount

The Australian Government has allocated up to \$5 million for Fostering Integration grants (GST exclusive) for the 2018-19 financial year.

The total allocation for Fostering Integration Grants will be decided on completion of the selection process. This will depend on the number and quality of applications received.

Fostering Integration Grant applications for a minimum of \$10,000 up to a maximum of \$50,000 (GST exclusive) for up to 12 months will be considered. Successful organisations may receive less funding than requested.

3. Grant eligibility criteria

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

3.1 Who is eligible to apply for a grant?

To be eligible to apply for a grant, you must be a not-for-profit organisation that is a legally registered entity in Australia and be one of the following entity types:

- Indigenous corporation
- Company
- Non-corporate state or territory entity
- Corporate state or territory entity
- Local Government entity
- Co-operative
- Incorporated association
- Statutory entity
- Trustee on behalf of a Trust (signed Trust Deeds must be provided)¹

Applications from consortia are acceptable, as long as you have a lead applicant who is solely accountable to the Commonwealth for the delivery of the contract and is eligible as per the eligible entities listed above. For more information please refer to section 7.5.²

3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are a:

- Person
- Sole Trader
- Partnership
- For-profit organisation
- Corporate Commonwealth entity

¹ 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 with the Application Form (refer to Attachments Section). Trustees must be an eligible entity type as listed in 3.1.

² 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.

- Non-corporate Commonwealth entity
- Non-corporate Commonwealth Statutory Authority
- Commonwealth Company
- Unincorporated association
- International Entity (including an overseas business or resident)

Have been implicated in illegal actions such as providing any kind of support, including financial, to terrorist organisations, advocating the use of violence for political means and other unlawful activities.

3.3 Additional eligibility requirements

You must also 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)
- an account with an Australian financial institution.

4. Eligible grant activities

4.1 What the grant money can 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 Fostering Integration Grant activities.
- Employee training for paid and unpaid staff including Committee and Board members which is relevant, appropriate and in line with the grant activity.
- Operating and administration expenses directly related to the provision of the Fostering Integration Grant activities such as:
 - telephones
 - rent and outgoings
 - reasonable expenditure on computer / IT / website / software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - domestic travel / accommodation costs.

- Payment of subcontractors to perform eligible grant activities. This can include the use of translating and interpreting support services.
- Up to ten percent of the grant can be used for evaluation of the funded project and/or to explore options for future sustainability and ongoing viability of the funded project.

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

You cannot use the grant for:

- activities that replicate services provided by the Adult Migrant Education Program (AMEP) in the region or by the Humanitarian Settlement Program
- existing activities or programs that might be considered the day-to-day corporate activities of your organisation (e.g. updating your website)
- activities or programs that are likely to contribute to racial, religious or cultural intolerance or that are otherwise contrary to the views of the Australian Government
- activities or programs that will be completed outside of Australia
- activities or programs that cannot be completed within twelve months of the date the grant agreement is signed
- 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 which have been separately funded by other Commonwealth, State, Territory or Local Government bodies
- subsidy of general ongoing administration costs such as rent, electricity and phone not directly attributed to the activity or program being delivered as part of the grant agreement
- cross-subsidisation of existing programs or initiatives run by your organisation
- costs to attend and travel to conferences.

5. The grant selection process

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

We will then assess your application against the criteria set out below and against other applications.

An assessment team will then assess all eligible and compliant applications based on their merits and rank them. The assessment team will be comprised of staff from the Department of Social Services. The assessment team will undertake training to ensure consistent assessment of all applications.

A Selection Advisory Panel comprised of subject matter experts (SMEs), will then review all ranked applications to inform the final recommendations for funding. SMEs are likely to include State and Territory Regional Directors and other expert policy and program staff from the Department of Home Affairs.

6. The assessment criteria

You will need to address all of the following assessment criteria in your application. We will judge your application based on the weighting given to each criterion. The amount of detail and supporting evidence you provide in your application should be relative to the project size, complexity and grant amount requested.

Criterion 1: Demonstrate a strong need for a fostering integration project within your target community/communities

A preferred response will:

- Identify and describe your target community (including geographical location, ethnic or cultural background and whether it covers a priority group as defined in section 1.4 of these guidelines), citing statistics where relevant
- Identify any gaps in existing services available to migrants within your target community/communities
- Describe the issues facing your target group/community and how they relate to the program objectives and outcomes.

Criterion 2: Describe the project in detail including how it will be delivered and how it will address the grant objectives.

A preferred response will:

- Outline the project and its intended deliverables
- Explain how the project will address the grant objectives
- Outline how the project will be sustainable into the future
- Explain how you will involve local key stakeholders in delivering the project.

Criterion 3: Demonstrate your organisation's community engagement and expertise

A preferred response will:

- Describe your organisation's community knowledge, networks, and partnerships

- Demonstrate your organisation and staff's experience in delivering these or similar activities to migrants
- Demonstrate your organisation's ability to meet all obligations of a grant agreement, including progress reporting and financial reporting
- Explain your organisation's approach to delivering culturally competent services to address the particular needs of migrants and new and emerging communities.

The application form includes word limits.

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 for this Grant Opportunity.

The Department of Home Affairs will accept only one application per applicant in each State or Territory. If an applicant submits more than one application in any State or Territory, the Department of Home Affairs will only consider the most recent accepted application submitted for that State or Territory.

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 time and date below.

If an application 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 and
- 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 February 2019 and you are expected to complete funded activities and spend the grant within 12 months of signing the grant agreement.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 18 September 2018 Close: 9 November 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	February 2019
End date	February 2020

7.3 Completing the grant application

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.

This is an online application form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email support@communitygrants.gov.au.

Applicants may submit one application per organisation in each State or Territory. If more than one application per organisation is received **for the same State or Territory**, only the latest accepted application will be progressed. The Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

You must read these Guidelines, the application form and the draft agreement before you submit an application. You must address all of the eligibility and assessment criteria to be considered for a grant.

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 contact the Community Grants Hub by phone on 1800 020 283 or by email at support@communitygrants.gov.au straight away.

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, nor requests from applicants to correct applications after the closing time.

7.4 Attachments to the application

The following document must be included with your application:

- a high level budget outlining the estimated costs associated with the proposed grant activity. A template is provided for your use in the grant opportunity documents.

If applying as a Trustee on behalf of a Trust, a signed Trust Deed and any subsequent variations must be provided.

Your supporting documentation should be attached to the application form. There will be instructions in the application form to help you. **Only attach the documents you have been asked to include.**

Please note: There is a 2MB 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 who are working together to combine their capabilities when developing and delivering a grant activity.

For example:

- New and emerging ethno-specific communities may need to build their capacity to better assist and enable their communities to integrate and participate equitably in Australian society. These communities may wish to self-organise or partner with well-established service providers in order to address integration challenges facing specific cohorts within their community.

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. Lead organisations should ensure they have written agreement from member organisations to collaborate on the project. These may be requested as part of the assessment process.

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. 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 5.00pm AEDT on 2 November 2018. Following this time, only questions relating to using and/or submitting the application form will be answered.

7.7 Further grant opportunities

In the event that there are insufficient suitable applications to meet program objectives, the Department of Home Affairs may approach organisations directly and invite them to apply through a relevant closed competitive or closed non-competitive selection process.

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 and rank them. The assessment team will be comprised of staff from the Department of Social Services. 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.

A Selection Advisory Panel comprised of subject matter experts (SMEs), will then review all ranked applications to inform the final recommendations for funding. SMEs are likely to include State and Territory Regional Directors and other expert policy and program staff from the Department of Home Affairs.

SMEs are required to advise the Chair of any potential or perceived conflicts of interest to ensure that they do not unduly impact the outcomes of the grant program.

8.2 How will applications be assessed?

Your application will be considered on its merits, based on:

- how well it meets the assessment criteria
- how it compares to other applications
- whether it provides value for money and
- whether it will be self-sustainable into the future (e.g. grant funds set up a self-reliant network of volunteer run activities).

In assessing the extent to which the application represents value for money we will consider the following:

- the relative merit of each application

- the overall objective/s to be achieved in providing the funding
- the relative cost of the proposal, or of elements of the proposal
- the extent to which the applicant has demonstrated a capacity to fund the proposal taking into consideration all possible sources of finance, including debt finance
- how many migrants and/or Australians are likely to be influenced and
- the geographic reach of the proposal.

The Selection Advisory Panel will also seek to ensure there is a distribution of: the types of activities funded; delivery locations; priority groups; and recipient communities.

Where possible the Selection Advisory Panel will seek to minimise duplication with other Commonwealth/State/Territory Government programs/service delivery.

The Selection Advisory Panel may seek information about you or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The Selection Advisory Panel may also consider information about you or your application that is available through the normal course of business.

The Department of Home Affairs may also consult with law enforcement and security agencies to confirm that organisations have not been implicated in illegal actions such as providing any kind of support, including financial, to terrorist organisations, advocating the use of violence for political means and other unlawful activities. If an organisation is found to have been implicated in illegal activity then the Department reserves the right to refuse the grant application.

8.3 Who will approve grants?

The Selection Advisory Panel will make recommendations to the decision maker who is the Minister for Immigration, Citizenship and Multicultural Affairs.

The Minister will make the final decision to approve a grant.

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

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

The Minister must not approve funding if he or she reasonably considers that the program funding 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 outcomes of your application in writing, following a decision by the Minister for Immigration, Citizenship and Multicultural Affairs. 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-to-access information about the assessment process and the main strengths and areas for improving their 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 Department of Home Affairs. The Department of Home Affairs will use the *Commonwealth Simple Grant Agreement*. Simple terms and conditions for the grant agreement will apply and cannot be changed. A schedule will 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 grant agreement will state the:

- activity requirements based on your application
- payment schedule
- maximum grant amount
- performance indicators
- reporting milestones
- financial acquittal requirements.

The Community Grants Hub will negotiate agreements with successful applicants for up to four weeks. 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 Home Affairs 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.

10.2 How the grant will be paid

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

A single payment will be made once the grant agreement is signed by the Commonwealth.

Grant agreement variations

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

- making minor adjustments to the approved activity if the revised activity remains an eligible activity that aligns with the objectives of the Fostering Integration Grants Program
- extending the timeframe for completing an activity but within the time period of the Fostering Integrations Grants Program
- decreasing the agreed amount of grant funds and refunding grant monies to the Commonwealth.

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, this should be done in writing as soon as you become aware of any required project change and before the grant agreement end date. Contact your Funding Arrangement 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 project outcome
- consistency with the program policy objective and any relevant policies of the Department of Home Affairs.

11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) within 21 calendar days from 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 and outcomes against the project

- expenditure of grant funds.

You will also be responsible for:

- ensuring that anyone working directly with vulnerable people has the appropriate qualifications under relevant state and territory legislation
- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- ensuring staff working on the activity have the appropriate skills and knowledge
- 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
- engaging with the Department of Home Affairs' Community Liaison Officer Network as part of informal progress reporting.

12.2 The Community Grants Hub's responsibilities

The Community Grants Hub will:

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

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

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.

A single payment will be made once the grant agreement is signed by the Commonwealth.

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

Fostering Integration Grants recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

The Commonwealth Government will evaluate the grants program to measure how well the outcomes and objectives have been achieved.

You will be required to submit:

- a Final Report at the completion of your project outlining the deliverables and milestones you have achieved
- Financial Declarations stating that funds were spent in accordance with the grant agreement.

The Department of Home Affairs may conduct site visits to discuss the progress of your project. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

12.5 Evaluation

The Department of Home Affairs will evaluate the grants program to measure how well the outcomes and objectives have been achieved.

The Department of Home Affairs will evaluate a range of issues, including but not limited to the performance of the program, including the efficiency of implementation and effectiveness of the program meeting the outcomes.

Your grant agreement requires you to provide information in the form of your final report (as specified in section 12.4) to help with this evaluation and to actively engage with any evaluation-related requests from the Department of Home Affairs.

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

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 clients who have limited English proficiency. 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. The Australian Government Language Services Guidelines on the Department of Social Services website may also assist grantees to implement language services for their clients. 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, 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 Home Affairs. 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 of Home Affairs Complaints Procedures](#) apply to complaints about the program. All complaints about the program, including grant decisions, must be lodged in writing.

Any questions you have about grant decisions for the program should be lodged in writing via the online form.

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 using the complaints form on the Department of Social Service'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 relevant Commonwealth entity 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 relevant Commonwealth entity.

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

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 Home Affairs and 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, or in an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the program.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the Department of Home Affairs 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 Selection Advisory 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*. Our conflict of interest policy is 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:

- 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 to 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

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.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:

Term	Definition
	<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.
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 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.