

# Protecting the Rights of Older Australians Elder Abuse Service Trials Guidelines

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Commonwealth policy entity:	Attorney-General's Department
Enquiries:	If you have any questions, please contact the Community Grants Hub by phone on 1800 020 283 or by email at <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> .
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# 1. Protecting the Rights of Older Australians – Elder Abuse Service Trials Process

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

This grant opportunity is part of the Protecting the Rights of Older Australians program which contributes to the Attorney-General's Department (AGD) Outcome 1.4 Justice Services Program. AGD works with stakeholders to plan and design the grant program according to the *Commonwealth Grant Rules and Guidelines 2017*.



## **The grant opportunity opens**

We publish the grant guidelines and advertise on [GrantConnect](#) and the [Community Grants Hub](#) (the Hub) websites.



## **You complete and submit a grant application**

You must read these grant guidelines before you submit your application. These guidelines can be found on [GrantConnect](#), the Australian Government's whole-of-government grants information system. Note: Any addenda for this grant opportunity will be published on GrantConnect, and by registering on this website you will be automatically notified of any changes. You should complete the application form and address all of the relevant eligibility and assessment criteria to be considered for a grant.



## **The Hub assess all grant applications**

The Hub assess the applications against eligibility criteria and notify you if you are not eligible. The Hub then assess your eligible application against the assessment criteria including an overall consideration of value for money and compare it to other applications.



## **The Hub makes grant recommendations to the decision maker**

The Hub will make recommendations, through the selection advisory panel, to the Attorney-General, the decision maker on the merits of each application.



## **Grant Decisions are made**

The Attorney-General decides which grant applications are successful.



### **The Hub will notify you of the outcome**

The Hub will advise you of the outcome of your application in writing. The Hub may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



### **The Hub enters into a grant agreement**

The Hub, on behalf of AGD, will enter into an 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. The Hub, on behalf of AGD manages the grant by working with you, monitoring your progress and making payments.



### **Evaluation of the Protecting the Rights of Older Australians - Elder Abuse Service Trials**

AGD evaluate the specific grant activity as a whole. AGD 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 Attorney-General's Department (AGD) under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

## **1.2 About the grant program**

The More Choices for a Longer Life - Protecting the Rights of Older Australians program - Elder Abuse Service Trials (the program) will run over four years from 2018-19 to 2021-22. The program was announced as part of the *More Choices for a Longer Life* package announced in the 2018 Federal Budget.

The objective of the program is to improve the government's knowledge of, and expand its options to respond to, elder abuse, in a variety of forms. The Elder Abuse Service Trials are an important component of a broader suite of initiatives supporting this objective. The Service Trials will increase access to service and support options for those directly experiencing elder abuse, and, depending on the particular circumstances, their broader families.

The intended outcome of the program is to reduce the incidence and severity of elder abuse through the provision of information and support (including social, legal and potentially other forms of counselling, such as financial counselling) which is designed to meet the specific needs of the individual being assisted. It will achieve this through creating new support options which were not previously available (including through expanding current services so that they can support more people).

Services supporting older Australians advise that they see many older people seeking help with all these different types of abuse, with financial and psychological and emotional abuse being common and frequently co-occurring.

The government is responding to this issue with a package of measures including:

- The development of a National Plan on Elder Abuse, which will focus on a number of national priority action areas, under the five overarching goals:
  - i. promote the autonomy and agency of older people
  - ii. address ageism and promote community understanding of elder abuse
  - iii. progress national consistency
  - iv. safeguard at-risk older people and improve responses
  - v. build the evidence base.
- A national research and data mining program to improve our understanding of the prevalence of abuse of older people
- A Knowledge Hub, to bring together information and resources to assist those in need of information to identify and address potential elder abuse, and
- Expanding specialist services to support individuals and families in potentially abusive situations (this grant opportunity).

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

### 1.2.1 Legislative authority

The legislative authority for the Protecting the Rights of Older Australians Program – Elder Abuse Service Trials is contained in item 294 in Schedule 1AB to the *Financial Framework (Supplementary Powers) Regulations 1997*.

## 1.3 About the Grant Opportunity

This grant opportunity relates to Elder Abuse Service Trials – an initiative delivered under the Protecting the Rights of Older Australians sub-program of AGD’s Justice Services program.

The Elder Abuse Service Trials are the policy responsibility of AGD.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- how grant applications are checked and assessed

- responsibilities and expectations in relation to the opportunity.
- how grantees will be monitored and evaluated

You must read this document before filling out an application.

## 1.4 Grant Opportunity outcomes

The objective of the Grant Opportunity is to trial, develop and promote a service system to address elder abuse.

The Protecting the Rights of Older Australians - Elder Abuse Service Trials Grant Opportunity will establish and trial the following service types:

- a) Specialist elder abuse units: The units will comprise lawyers and social workers who will work side by side with each client to develop a case plan and to respond to the individual's needs. Services will be tailored to individual needs and may include provision of advice (including legal), referral and support to access other services, or counselling, such as to financial counsellors or Aboriginal and Torres Strait Islander liaison officers.
- b) Health justice partnerships: Older persons in the health care system, identified by health care workers and social workers as being at risk or potentially subjected to elder abuse, can access specialised legal support services working in partnership with the health system and related referral agencies (for example, Community aged care services). Early evidence suggests this model reaches very vulnerable people who are not otherwise identified, such as those experiencing neglect and/or isolation. Under this model, health care and social workers will be trained to identify vulnerable or at-risk individuals and the appropriate legal support services to refer them to. In some locations legal support services may be co-located at the health care facility.
- c) Case management and mediation services: Case management and mediation services will work with the older person, and their family as a whole, to find solutions to the underlying problems driving abuse. Elder abuse can have its roots in complex family relationships, where there is conflict between adult children, family breakdown, family violence and mental health problems. This model recognises that older people may place maintaining their relationship with their children and grandchildren above their own safety. This intervention targets perpetrator behaviour, while empowering and protecting older people, their assets and assisting with issues related to their financial security.

## 2. Grant amount

The Australian Government has announced a total of \$18.3m (GST exclusive) over four years for the Protecting the Rights of Older Australians Program. A total of \$18.3m over four years is available for this grant opportunity, starting in 2018-19.

	2018-19	2019-20	2020-21	2021-22
Elder Abuse Service Trials	\$2.543m	\$5.167m	\$5.250m	\$5.339m

The grant period will span four financial years. The grant funding period will be from establishment until 30 June 2022, unless terminated earlier as determined by the parties and the conditions of the grant agreement.

AGD expects that individual services may receive between \$250,000 - \$500,000 per annum, but this is subject to negotiation, depending on service type, proposed scale of operations and the location of the service. Grants are anticipated to range in size and may fall outside of this range.

## 3. Grant eligibility criteria

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

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

To be eligible to apply, you must be one of the listed invited organisations and have received an invitation to apply through GrantConnect.

<b>Invited Organisations</b>
Legal Aid Commission ACT
Relationships Australia Canberra and Region
Muru Mittigar
Legal Aid Commission of New South Wales
Justice Connect (NSW)
Interrelate
Marrickville Legal Centre
Seniors Rights Service
Northern Territory Legal Aid Commission
Darwin Community Legal Service
Relationships Australia – Northern Territory
Relationships Australia - Queensland
Townsville Community Legal Service
Centacare Family and Relationship Services (Queensland)
Caxton Legal Centre
Uniting Communities Law Centre SA
Relationships Australia - South Australia



<b>Invited Organisations</b>
Legal Services Commission of SA
Relationships Australia - Tasmania
Launceston Community Legal Centre
Legal Aid Commission of Tasmania
Relationships Australia - Victoria
FMC mediation and counselling
Eastern Community Legal Centre
Justice Connect (Victoria)
Monash Health
Relationships Australia - Western Australia
Northern Suburbs Community Legal Centre
Legal Aid Commission of Western Australia
Kimberley Community Legal Services

The list of eligible applicants was determined in consultation with state and territory government departments (predominantly Justice and Communities-focussed agencies) and peak bodies representing the families and older persons services sector. These stakeholders were involved in a process to identify high-need areas (based on known demand for elder abuse services) and existing service providers capable of expanding services in line with the requirements of the elder abuse service trials.

A range of criteria were considered in the selection of organisations for this grant opportunity, stakeholders were asked to consider if a provider:

- demonstrated a knowledge of elder abuse issues, drivers and available support mechanisms in their area/jurisdiction
- demonstrated an ability to communicate appropriately and sensitively with older people and their families in a range of settings
- demonstrated the ability to maintain existing, or establish new, partnership arrangements (where relevant) to be able to deliver the required services
- had the requisite legal, health, social support or training qualifications and accreditations to be able to deliver the service outcomes (requirements will vary depending on the service trial type).

No further organisations will be invited to apply.

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

You are not eligible to apply for this grant opportunity if you have not been approached through an invitation to apply and are not listed as an invited eligible organisation at 3.1.

## 3.3 What qualifications or skills are required?

If you accept a grant offer, you must ensure that staff working on the grant activity maintain the following qualifications or registrations within their professional field.

The relevant qualifications or registrations for each service type are detailed below:

#### Specialist elder abuse units

- a current Working with Vulnerable People registration; and
- holding a current practising certificate in an Australian State or Territory and with relevant experience in the field; or
- qualifications and experience in social work, psychology, counselling, mediation or another related discipline
- entitlement to practice within an Australian jurisdiction as an accountant, or allied finance professional (such as financial counsellor); or
- any other qualifications required to support the offered services.

#### Health justice partnerships

- a current Working with Vulnerable People registration; and
- holding a current practising certificate in an Australian State or Territory and with relevant experience in the field; or
- qualifications and experience necessary to act as a health care practitioner; or
- any other qualifications required to support the offered services.

#### Case management and mediation services

- a current Working with Vulnerable People registration; and
- qualifications and experience in social work, psychology, counselling, mediation or another related discipline; or
- any other qualifications required to support the offered services.

You will have the opportunity to outline the qualifications of the staff (including subcontracted staff) delivering the services in responding to the eligibility criteria.

## 4. Eligible grant activities

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

You can use the grant to pay for:

- staffing costs for employees employed to provide the funded grant activity
- costs associated with subcontracting organisations who are employed to provide part of the funded grant activity
- staffing costs for administrative staff employed to support the provision of the funded grant activity
- rent, office expenses and overheads associated with the delivery of the funded grant activity
- insurances associated with the delivery of the funded grant activity
- interpreting and translation costs
- promotion of the services provided under the funded grant activity

- IT services directly related to service delivery, where it can be demonstrated that these were not previously in place and that the service could not be delivered without it
- travel to non-standard locations where the services are to be delivered (for example, approved fly-in/ fly-out arrangements for remote delivery of specialist services, but not normal daily travel to an office or local service delivery location)
- development of training and/or explanatory materials essential to the successful delivery of the service
- assets (including the operation and maintenance of) that can be reasonably attributed to meeting program deliverables.

You must incur the expenditure on your grant activities between the start and end date for it to be eligible.

You can only spend grant funds on eligible grant activities as defined in the grant details in your grant agreement.

## 4.2 What the grant money cannot be used for?

Grants are not provided for:

- purchase of land
- major capital expenditure
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- major construction/capital works
- overseas travel
- activities that commenced prior to the grant agreement being finalised (such as capital costs or deficits for other funded activities), and
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

## 5. The grant selection process

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

The Hub will then assess your application against the criteria set out below and against other applications. Your application will be considered on its merits, based on:

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

The Hub will provide a shortlist of suitable applicants to a panel of AGD departmental subject matter experts (called the selection advisory panel), appointed by the AGD to assess specific aspects of a grant application. The selection advisory panel will make funding recommendations to the decision maker for the final decision.

In determining the location of the trials, it is important that the trial sites have sufficient diversity to enable the government to gather data to establish if there are different experiences of elder abuse by different cohorts of older Australians seeking assistance. Areas of difference may include (but are not limited to):

- age cohorts within the 'older' population supported by the services (noting that a different measure of 'older' may apply to a person of Aboriginal or Torres Strait Islander descent)
- cultural or ethnic backgrounds, including those with language barriers
- experiences by locations defined in the Australian Statistical Geography Standard (ASGS) Remoteness structure, including:
  - major cities<sup>1</sup>,
  - inner regional<sup>2</sup>,
  - outer regional<sup>3</sup>,
  - remote<sup>4</sup> and;
  - very remote<sup>5</sup>.

The ability of a proposed service provider to commence or expand operations as quickly as possible after receipt of the grant may be a deciding factor in selection, where similar services are assessed as offering equal value. Applicants will be asked, as part of their application, to provide information in relation to potential service areas (locations of delivery of services/support) and timeframes for establishment of services.

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<sup>1</sup> Major Cities of Australia are defined in the remoteness structure as those areas where geographic distance imposes minimal restriction upon accessibility to the widest range of goods, services and opportunities for social interaction. Parts of Australia that are classified to Major Cities include Sydney, Newcastle, Wollongong, Melbourne, Geelong, Brisbane, Gold Coast, Adelaide, Perth and Canberra. There are no areas classified as Major Cities in Tasmania or the Northern Territory

<sup>2</sup> Inner Regional Australia is defined in the remoteness structure as those areas where geographic distance imposes some restriction upon accessibility to the widest range of goods, services and opportunities for social interaction. Parts of Australia classified to Inner Regional include Tamworth and Wagga Wagga in New South Wales, Ballarat and Bendigo in Victoria, Rockhampton, Bundaberg and Gladstone in Queensland, the Adelaide Hills region in South Australia, Bunbury in Western Australia and Hobart and Launceston in Tasmania

<sup>3</sup> Outer Regional Australia is defined in the remoteness structure as those areas where geographic distance imposes a moderate restriction upon accessibility to the widest range of goods, services and opportunities for social interaction. Parts of Australia classified to Outer Regional include Broken Hill, Griffith, Gunnedah (New South Wales), Horsham, Swan Hill, Traralgon (Victoria), Roma, Cairns (Queensland), Port Augusta, Mount Gambier (South Australia), Albany (Western Australia), Burnie (Tasmania), and Darwin (Northern Territory).

<sup>4</sup> Remote Australia is defined in the remoteness structure as those areas where geographic distance imposes a high restriction upon accessibility to the widest range of goods, services and opportunities for social interaction. Parts of Australia classified as Remote include Cobar (New South Wales), the northern Wimmera district (Victoria), Charters Towers and Cooktown (Queensland), Port Lincoln (South Australia), the Kalgoorlie gold-fields (Western Australia), parts of West Coast Tasmania, Alice Springs and Katherine (Northern Territory).

<sup>5</sup> Very Remote Australia is defined in the remoteness structure as those areas where geographic distance imposes the highest restriction upon accessibility to the widest range of goods, services and opportunities for social interaction. Parts of Australia classified to Very Remote include the far west parts of New South Wales and Queensland, northern South Australia and Western Australia, most of the Northern Territory and Flinders and King Islands in Bass Strait (Tasmania).

## 6. The assessment criteria

You may apply for one or more service type. You must address assessment criterion 1 (a), (b) and/or (c), for each service type you are applying to deliver. For the service type you are **not** applying for, please state 'not applicable' as your response in the application form.

Note: Where applicants offer services at more than one site applicants are encouraged to prioritise a location for delivery of the services. This will allow applicants to provide a comprehensive description of the proposed service delivery, for the purposes of assessing applications and progressing through the competitive assessment process.

All assessment criteria are weighted equally.

### **Criterion 1 (a) - Specialist elder abuse units**

**Provide a description of how your organisation will deliver a specialist elder abuse unit in accordance with the requirements of the grant.**

A preferred response will:

- Provide a description of the services you will provide, including an outline of the service delivery models that your organisation will use to deliver the activity (including flexible service delivery models to overcome barriers faced by clients) and how this meets a known demand
- Explain how your organisation will use grant funding to develop and implement the activity
- Explain how your organisation will measure and evaluate outcomes for the target group and meet reporting requirements

### **Criterion 1 (b) - Health justice partnerships**

**Provide a description of how your organisation will deliver a health-justice partnership in accordance with the requirements of the grant.**

A preferred response will:

- Provide a description of the services you will provide, including an outline of the service delivery models that your organisation will use to deliver the activity (including flexible service delivery models to overcome barriers faced by clients) and how this meets a known demand
- Explain how your organisation will use grant funding to develop and implement the activity
- Explain how your organisation will measure and evaluate outcomes for the target group and meet reporting requirements

### **Criterion 1 (c) - Case management and mediation services**

**Provide a description of how your organisation will deliver a case management and mediation service in accordance with the requirements of the grant.**

A preferred response will:

- Provide a description of the services you will provide, including an outline of the service delivery models that your organisation will use to deliver the activity (including

flexible service delivery models to overcome barriers faced by clients) and how this meets a known demand

- Explain how your organisation will use grant funding to develop and implement the activity
- Explain how your organisation will measure and evaluate outcomes for the target group and meet reporting requirements

### **Criterion 2 – Expansion of Service Options**

**Outline how your organisation will ensure the expansion of service options available to clients in your service area**

A preferred response will:

- Outline your organisation's current state of readiness to expand its service base to encompass the new services and how your proposal represents an increase in the services available to clients in your service area
- Identify why your service offering represents value to the specific community/area you will deliver services in

### **Criterion 3 – Service Delivery Model**

**Explain how your organisation's service delivery model will incorporate effective partnerships, linkages and referral pathways that will achieve positive outcomes for the target group.**

A preferred response will:

- Outline your organisation's approach to forming and maintaining effective co-delivery models and referral linkages with other agencies to achieve positive outcomes for the target group
- Explain how the partner organisations will support and achieve effective two-way sharing of information, expertise and co-delivery of a holistic support service for your clients
- Explain how your organisation will enhance the local service network and exchange relevant information with other community organisations to achieve positive outcomes for the target group

### **Criterion 4: Capacity and Capability**

**Demonstrate your organisation's capacity and staff capability to effectively deliver the grant activity to the target group.**

A preferred response will:

- Outline the infrastructure that your organisation will use to deliver the activity.
- Outline the number of key staff that will manage and deliver your organisation's activity and outline their relevant capabilities (experience, skills and qualifications)
- Demonstrate your organisation's proven ability to effectively develop, implement, manage and monitor activities to achieve positive outcomes that are relevant to this grant.

The application form includes word limits – up to 900 words per criteria. The application form will not accept words beyond this limit.

## 7. The grant application process

### 7.1 Overview of application process

You must read these grant guidelines, the application form, the Commonwealth Standard Grant Conditions, the Questions and Answers and the draft grant agreement before you submit an application.

Only one application form should be submitted, even if you are applying for more than one service trial type.

If more than one application per invited organisation for the grant opportunity is submitted, only the last application will be considered.

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 relevant 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 you provide the information we have requested.

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

### 7.2 Application process timing

You must submit an application between the published opening and closing dates and times.

The Community Grants Hub will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable,
- beyond the applicant's control,
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

#### **How to lodge a late application**

Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub Hotline via [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

Written requests to lodge a late application will only be accepted within three days after the grant opportunity has closed.

The Delegate or their appointed representative[1] will determine whether a late application will be accepted. The decision of the delegate will be final and not be subject to a review or appeals process.

Once the outcome is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

[1] This may be the Hub delegate or nominated staff member of the client agency at the EL2 level or above.

The expected commencement date for the granting activities is by April 2019 and the expected completion date is 30 June 2022. You must spend the grant by the end date, any unspent funds must be returned to AGD.

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

Activity	Timeframe
Application period	Open: 5 November 2018 Close: 2:00pm AEDT 30 November 2018
Assessment of applications	6 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	1-4 weeks
Notification to unsuccessful applicants	2 weeks
Activity commences	April 2019
End date	30 June 2022

### 7.3 Completing the grant application

You should submit your grant application using the application form, which is available on the [GrantConnect](#) website. The application form can only be accessed by invitees for this grant opportunity. The application form includes help information.

This is an online application form that you should submit electronically. If you have any technical difficulties please contact 1800 020 283 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

You must make sure that your application is complete, accurate and submitted by the closing date and time in accordance with these Guidelines.



If you find a mistake in your application after it has been submitted, you should contact the Community Grants Hub by phone on 1800 020 283 or by email at [support@communitygrants.gov.au](mailto: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 documents must be included with your application. Templates are provided for your use in the grant opportunity documents.

- proposed budget
- proposed timeline

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 businesses who are working together to combine their capabilities when developing and delivering a grant activity.

If you are submitting a grant application on behalf of a consortium, a member organisation or a newly created organisation must be appointed as the 'lead organisation'. The lead organisation must be one of the listed organisations named in Section 3.1. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. The lead organisation must submit the application form and identify all other members of the proposed consortium in the application.

## 7.6 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](mailto: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 AEDT on Monday 26 November 2018. Following this time, only questions relating to using and/or submitting the application form will be answered.

## 8. Assessment of grant applications

### 8.1 Who will assess applications?

An assessment team will assess all eligible and compliant applications based on their merits. The assessment team will be comprised of Community Grants Hub staff. The assessment team will undertake training to ensure consistent assessment of all applications.

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

A selection advisory panel comprised of AGD officers, will then review all ranked applications to inform the final recommendations for funding.

The selection advisory panel will make recommendations having regard to:

- overall objectives for the program
- conformance with eligibility criteria
- distribution of providers across all locations
- how the services and/or activity will be delivered
- support likely to be provided for vulnerable groups within the proposed service area
- value for money, and
- grantees who can offer innovative ways to deliver services which will maximise outcomes.

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.

### 8.2 Who will approve grants?

The selection advisory panel will make recommendations to the Commonwealth Attorney-General. The Attorney-General will make the final decision to approve a grant.

The Attorney-General'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 Attorney-General must not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

There is no appeal mechanism for decisions to approve or not approve a grant.

## 9. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Attorney-General. 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 be available. The process for requesting individual feedback will be included in the letter advising of the outcome of your application.

## 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 AGD. AGD will use the *Commonwealth Standard Grant Agreement* which can be found on [GrantConnect](#) and the [Community Grants Hub](#) websites. Standard terms and conditions for the grant agreement will apply and cannot be changed. An activity work plan 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.

You will be required to:

- provide information using the Department of Social Service's Data Exchange
- deliver the activity to meet the reporting requirements outlined in your grant agreement.

AGD will negotiate grant agreements with successful applicants by March 2019. 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, and attempts to remediate the program have failed, AGD may cancel the agreement and seek recovery of any funds not expensed in line with the agreement.

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.

We will not exceed the maximum grant amount under any circumstances. If you incur extra eligible expenditure, you must pay it yourself.

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

## 10.3 Grant agreement variations

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

- changing activity milestones
- extending the timeframe for completing phases of the activity, but prior to June 2022.

The program does not allow for:

- an increase to the agreed amount of grant funds; or
- changes to the service type.

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

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

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

You will be notified of the outcome of your request for variation.

## 11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) no later than 21 calendar days after the date of effect as required by Section 5.3 of the *CGRGs*.

## 12. Delivery of grant activities

### 12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will expect you to report on

- progress against agreed activity milestones
- contributions of participants directly related to the activity
- eligible expenditure of grant funds.

You will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement
- participating in a grant program evaluation as specified in the grant agreement.

### 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 against the grant agreement activity.

We will monitor the progress of your activity 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. Payment details 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

Elder Abuse Service Trial grantees must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and entered directly into the Department of Social Service's performance reporting solution, the Data Exchange.

The performance information reported through the Data Exchange includes:

- 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)
- Service delivery information (outlets, cases, sessions)
- Client outcomes

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.

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

For this activity, participation in the “partnership approach” is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances.

## 12.5 Progress reports

Progress reports must

- include evidence of your progress towards completion of agreed activities as outlined in the Activity Work Plan
- include all agreed reporting elements, as outlined in the grant agreement
- show the total eligible expenditure incurred to date, including evidence of expenditure
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

We will only make grant payments when we receive satisfactory progress reports.

You must discuss any reporting delays with us as soon as you become aware of them.

## 12.6 Final report

When you complete the grant activity, you must submit a final report.

Final reports must:

- include the agreed evidence as specified in the grant agreement

- identify the total eligible expenditure incurred
- be submitted within 90 days of completion of the grant agreement

## 12.7 Audited financial acquittal report

We may ask you to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement.

## 12.8 Compliance visits and record keeping

We will monitor progress by assessing reports you submit and may conduct site visits or request records 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.

We may engage with you to discuss alternative delivery strategies, and require you to demonstrate the implementation of any agreed remediation activities, where deliverables are falling behind schedule.

We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

## 12.9 Evaluation

AGD will evaluate the grant program to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation. We may also interview you, or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

## 12.10 Acknowledgement

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

‘Protecting the Rights of Older Australians – an Australian Government initiative’.

## 12.11 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. The [Department of Home Affairs](#) maintains a range of policies on their website. Interested parties are encouraged to access

these policies. 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.

The [Australian Government Language Services Guidelines](#) on the [Department of Social Services](#) website may also assist grantees 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 Attorney-General's 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**

AGD's [Client Service Charter](#) applies 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 sent to [ElderAbuse@ag.gov.au](mailto:ElderAbuse@ag.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 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 AGD 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 AGD.



The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## 13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if AGD 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 AGD 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*.

## 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 grantees 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'll treat the information you give us as sensitive and therefore confidential if it meets all of the four conditions below:

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

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

## 13.4 Freedom of information

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

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

All Freedom of Information requests must be referred to the Freedom of Information

Coordinator in writing.

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

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

## 14. Consultation

Agencies eligible to participate in the grant opportunity (high need areas and existing services providers within those areas) have been identified in consultation with state and territory governments and relevant peak bodies (Relationships Australia, National Legal Aid, National Family Violence Prevention Legal Services, National Association of Community Legal Centres, National ATSI Legal Services, Family and Relationship Services Australia).

## 15. Glossary

<b>Term</b>	<b>Definition</b>
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 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: <ul style="list-style-type: none"> <li>a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth</li> <li>b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
grant activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations

<b>Term</b>	<b>Definition</b>
	relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grantees to allow grantees to engage more easily and efficiently with the Commonwealth.
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.