

Family Law Services Family Relationship Centres Grant Opportunity Guidelines

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Closing date and time:	2:00pm AEDT on 8 February 2019
Commonwealth policy entity:	Attorney-General's Department
Co-Sponsoring entity:	Department of Social Services
Administering entity:	Community Grants Hub
Enquiries:	<p>If you have any questions, please contact Community Grants Hub Phone: 1800 020 283 Email: support@communitygrants.gov.au Questions must be sent no later than 1 February 2019</p>
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Introduction

1. Family Law Services: Family Relationship Centres Grant Processes

The Program is designed to achieve Australian Government objectives

This grant opportunity is part of the Department of Social Services Program 2.1: Families and Communities which is funded through the Attorney-General's Department, Outcome 1: A just and secure society through the maintenance and improvement of Australia's law, justice, security and integrity frameworks.

The Department of Social Services works with stakeholders to plan and design the Grant Program according to the [*Commonwealth Grants Rules and Guidelines 2017*](#).



The grant opportunity opens

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



You complete and submit an application form

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 check the application against eligibility criteria and notify you if you are not eligible. We then assess your application responses including an overall consideration of the value with relevant money.



We make grant recommendations

We provide advice to the decision maker on the merits of each application.



Grant Decisions are made

The decision maker decides which grant applications are successful.



We notify you of the outcome

We advise you of the outcome of your application.



We enter into a grant agreement

We 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. We manage the grant by working with you, monitoring your progress and making payments.



Performance management of the Family Relationship Centres

We monitor your performance against the grant agreement on an ongoing basis. 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 Attorney-General's Department and Department of Social Services under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

1.2 About the Family Law Services grant program

Family Relationship Centres (FRCs) are delivered as part of the Department of Social Services (DSS) Family Law Services Sub-Activity, under the Families and Children Activity, Families and Communities Program.

The Family Law Services Sub-Activity is the policy responsibility of the Attorney-General's Department (AGD), funded from the AGD-administered Family Relationship Services Program (FRSP). The objective of the FRSP is to improve the wellbeing of Australian families, particularly families with children who are at risk of separating or have separated.

The legal basis for the Commonwealth Government providing funding for this grant activity under the FRSP is the Financial Framework (Supplementary Powers) Act 1997.

Family Law Services must be child focused and should have an early intervention and prevention focus to work with families early in the life of the presenting issues. Services aim to provide alternatives to formal legal processes for families who are separated, separating

or in dispute to improve their relationships and make arrangements in the best interests of their children.

Family Law Services have a particular role in helping families with complex needs, including those with family violence issues.

All Family Law Services must provide integrated services as part of the family law system and work in collaboration with other services and the community. These include specialist family violence, drug and alcohol, and legal services. A collaborative service system helps to ensure that:

- families are provided with the information and support they need about service options, including from other services, sectors and jurisdictions
- families are actively connected through appropriate referrals to services and supports, as early as possible, and
- children and families at risk of harm receive a timely and well-coordinated response from those who can help keep them safe.

The Family Law Services Sub-Activity has a number of components:

- Family Relationship Centres (this grant opportunity)
- Children's Contact Services
- Supporting Children after Separation Program
- Parenting Orders Program – Post Separation Co-operative Parenting Services
- Family Dispute Resolution
- Regional Family Dispute Resolution
- Family Law Counselling, and
- Family Relationship Advice Line.

This grant opportunity is for the provision of funding to deliver the FRC services through new five year grant agreements, following the expiration of the current grant agreements.

The Community Grants Hub administers the program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).

1.3 About the grant opportunity

These guidelines contain information for the FRC grant opportunity.

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 opportunity.

You must read this document before completing an application.

1.4 Grant opportunity objectives and outcomes

FRCs are a gateway to the broader family law and family support service system. The objectives of FRCs are to:

- give intact families help with their family relationships and parenting through appropriate information and referral
- give separating families help to achieve workable parenting arrangements (outside the court system) through information and referral, support and family dispute resolution services
- deliver high quality, safe and ethical services.

FRCs will meet this objective by providing a range of assistance to individuals and families:

- information about family relationships at all stages – forming new relationships, overcoming relationship difficulties or dealing with separation
- helping families to identify and access other services that can assist
- advice to help individuals to focus on the children's needs and decide what to do next
- joint dispute resolution to help families to agree on parenting and/or property arrangements, and
- information sessions and seminars to help educate parents, for example, about focusing on their children.

FRCs must be operated in accordance with the following documents (these will form part of the grant agreement between DSS and the grantee and have been provided as part of the grant opportunity documents):

- Operational Framework for Family Relationship Centres, which includes the:
 - Referral Guidelines for Family Relationship Centres
 - Service Charter and Complaints, and
 - Guidelines for Referrals to Legal Advice by staff in Family Relationship Centres.
- Trade Mark Protocols and Branding Guidelines for Family Relationship Centres.

1.4.1 Fees for services

FRCs provide information, referral and individual sessions free of charge. FRCs provide one hour of joint family dispute resolution free of charge, and will charge fees for additional hours, in accordance with the FRC's fees policy which is based on a client's capacity to pay. Further detail about the FRC fees policy is in the *Operational Framework for Family Relationship Centres*.

1.4.2 Working with other agencies and services

A key function of the FRCs is to refer clients to other services to help with family relationship and separation issues (in accordance with the *Referral Guidelines for Family Relationship Centres*, which is part of the *Operational Framework for Family Relationship Centres*). Each FRC must build and maintain effective relationships with a broad network of services that support individuals and families and ensure that staff are able to provide clients with referrals to services that are appropriate to their needs

2. Grant amount

A total of \$457,412,729.53 over five years is available for this grant opportunity, starting on 1 July 2019 and finishing on 30 June 2024.

Social and Community Services supplementation

FRC grant recipients may be eligible to receive Social and Community Services (SACS) supplementation. Further information is available on the [Department of Social Services website](#).

SACS supplementation ceases on 30 June 2021.

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, you must be one of the organisations listed below and have received an invitation to apply through GrantConnect for this grant opportunity.

The Australian Law Reform Commission is currently conducting a significant review of the family law system that may result in reforms involving the family law services funded under the FRSP. Based on previous experience in implementing the 2006 family law reforms, any potential reform to the family law service system is likely to be implemented in stages and may take a number of years to complete. While preparing for possible reforms, it is desirable to maintain consistency and stability across the family law service sector. For this reason, organisations that are currently delivering family law services are being invited to apply to deliver services within their existing service delivery catchment areas. These organisations

currently deliver effective, professional and high quality FRCs and have been successfully providing these services over many years.

These organisations are known to have the necessary expertise and staffing levels, suitable accommodation, an existing client base, well-developed community-based referral networks, and a local knowledge of the target community. It is therefore considered appropriate that they are invited to continue to deliver these services over the next five-year funding period.

As a provider of family law services, organisations face ongoing staffing pressures, including the recruitment and retention of appropriately qualified and skilled staff. Employment obligations also include providing staff with regular professional supervision and training so as to ensure the service continues to be well-equipped to provide the necessary professional support to potentially vulnerable and at-risk individuals.

It is also crucial that these services have developed well-established collaborative relationships with local services so as to ensure clients are referred to other appropriate support services, depending on their particular presenting needs. Family law services must build and maintain a strong reputation within their local community as well as developing a client base built on trust, professionalism and reliability. This is not only dependent on the accessibility of the service, but also on client word-of-mouth and referrals from other local services.

While some clients may only require a one off intervention, many will require longer-term ongoing support. Consistent and reliable services can be critical for these clients. A change in service provider may not only interrupt a client's access to continued services but may even cause them harm if they are particularly vulnerable and at-risk.

Organisations invest significant time and expense in finding and fitting-out premises that have specific safety and operational features. The existing service providers have already established suitable premises that meet the specific requirements of delivering a family law service.

The invited organisations have each demonstrated their ability and professional expertise to deliver the FRCs through their current grant agreements.

This closed-non-competitive approach would provide the greatest value for money for the Commonwealth and best promote the safety and wellbeing of clients by drawing from the existing time and resource investment already made by these current service providers while awaiting the outcomes of the ALRC review.

Invited Organisation
Anglican Community Care Incorporated
Anglican Community Services
Anglicare WA Inc.
CatholicCare Sydney Limited ATF CatholicCare Sydney Trust
CatholicCare Victoria Tasmania
Centacare Catholic Country SA Limited
Centacare New England North West
CentreCare Incorporated
Children Australia Inc

Invited Organisation
EACH
Family Life Limited
FMC Relationship Services
Interrelate Limited
MacKillop Family Services Limited
Mallee Family Care Inc.
Relationships Australia - Northern Territory Inc
Relationships Australia (NSW) Limited
Relationships Australia (Qld)
Relationships Australia (Victoria) Inc.
Relationships Australia (Western Australia) Incorporated
Relationships Australia Canberra & Region Incorporated
Relationships Australia South Australia Limited
Relationships Australia Tasmania Incorporated
Roman Catholic Trust Corporation for Diocese of Townsville Cranbrook
The Corporation of the Roman Catholic Diocese of Toowoomba
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane
The Roman Catholic Bishop of Geraldton Centacare Family Services
The Roman Catholic Trust Corporation for the Diocese of Rockhampton
Uniting (NSW.ACT)
Uniting Communities Incorporated
Unitingcare Community
Upper Murray Family Care Inc.

No further organisations will be invited to apply. Applications from consortia are acceptable, as long as the lead applicant is an eligible organisation as per the list above who is solely accountable to the Commonwealth for the delivery of grant activities. Eligible organisations can form a consortia with ineligible organisations. For more information, please refer to section 7.4^[1].

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 received an invitation to apply through GrantConnect and are not listed as an eligible invited organisation at Section 3.1.

3.3 What qualifications or skills are required?

Grant recipients are responsible for ensuring that staff have the qualifications and skills to effectively provide the services funded by the grant.

¹ The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. The lead applicant must be an eligible organisation listed at section 3.1. and have legal entity status.

The successful grantee must ensure that personnel performing work in the FRCs are appropriately skilled to perform the tasks required of the position and have the relevant mandatory qualifications as required within the relevant professional field. Further information about these requirements is detailed in the *Operational Framework for Family Relationship Centres*.

The successful grantee must ensure that

- staff working on the grant activity maintain the currency of their Working with Vulnerable People registration
- staff delivering family dispute resolution services are accredited Family Dispute Resolution Practitioners.

4. Eligible grant activities

4.1 What can the grant money be used for?

The grant can be used for the following grant activities:

- provide information and advice in relation to family relationships and children's needs
- help families to identify and access other services that can assist provide family dispute resolution
- provide joint family dispute resolution to help families to agree on parenting arrangements following separation
- provide property mediation whether or not there are also parenting issues in dispute
- provide information sessions and seminars to help educate parents, for example, about focusing on their children
- provide outreach services if specifically funded for this purpose.

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

You can use the grant to pay for:

- staff salaries and on-costs which can be directly attributed to the provision of the funded grant activity
- employee training for paid staff delivering activities that are relevant, appropriate and in line with the activity objectives
- administration expenses directly related to the delivery of the grant activity such as:
 - interpreting services
 - telephones
 - rent and outgoings
 - computers/information technology/software

- insurance
- utilities
- postage
- stationery and printing
- accounting and auditing
- assets as defined in the terms and conditions that can be reasonably attributed to meeting grant agreement deliverables
- travel costs and motor vehicles used for the purposes of transporting staff or clients to service delivery outlets.

4.2 What the grant money cannot be used for?

You cannot use the grant for the following activities:

- relocation costs
- purchase of land
- wages not directly related to the delivery of the funded grant activity
- major capital expenditure
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent not directly related to the grant activity
- major construction/capital works
- overseas travel, or
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

We cannot provide a grant if you receive funding from another government source for the same purpose.

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 a closed non-competitive grant process. This means the Attorney-General's Department and the Department of Social Services have identified suitable organisations and will invite them to apply.

We will then assess your application against the assessment criteria set out below. Your application will be considered on its merits, based on how well it meets the criteria.

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6. The assessment criteria

You must address the following assessment criterion in the application.

Criterion 1

Provide a description of how your organisation will deliver FRC 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 model that your organisation will use to deliver the activity.
- Explain how the proposed service model will meet the needs of clients, including Aboriginal and Torres Strait Islanders, individuals from culturally and linguistically diverse backgrounds, individuals with a disability or those experiencing family violence.

Your response must be limited to 900 words (6000 characters).

7. The grant application process

7.1 Overview of application process

You must read these grant guidelines, the application form, the grant agreement terms and conditions and questions and answers prior to submitting an application.

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

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, or
- 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.

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^[2] 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.

The activity must commence by 1 July 2019.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 20 December 2018 Close: 2.00pm AEDT, 8 February 2019.
Assessment of applications	2-4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 4 weeks
Activity commences	1 July 2019
End date	30 June 2024

7.3 Completing the grant application

You must 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 must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email support@communitygrants.gov.au.

² This may be the Hub delegate or nominated staff member of the client agency at the EL2 level or above.

If applying for funding across multiple locations, you will need to submit a separate application form for each location.

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.

7.3.1 Service Delivery Areas

Your letter of invitation will invite you to deliver your funded family law service within a Statistical Area Level 4 (SA4). This is because the existing service delivery catchment areas have been realigned to fit with the Australian Statistical Geography Standard (ASGS) SA4.

The SA4s noted in your invitation to apply for funding are intended to provide a coverage area that aligns as closely as possible to your existing service delivery catchment area under your current grant agreement. However, in some cases, these areas may not completely align. While you are required to complete your application based on particular SA4s, you will not be required to deliver services to those areas within the SA4s where you are not already doing so. If you do decide to deliver services in other parts of the SA4s and which are not part of your existing service delivery catchment area, no additional funding will be provided.

In the circumstance that there is an unanticipated service gap, the Department may issue further invitations to selected organisations inviting them to apply for funding to deliver services in a specified SA4(s) that they are not currently funded.

7.4 Applications from consortia

Invited organisations may apply as consortia 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. Eligible organisations can form a consortia with ineligible organisations.

If you are submitting a grant application on behalf of a consortium, the invited 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.

7.5 Questions during the application process

Only questions from invited organisations will be responded to during the application period. You can 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.

The question period will close at 5:00pm AEDT 1 February 2019. Following this time, only questions relating to submitting the application will be answered.

8. Assessment of grant applications

8.1 Who will assess the application?

An assessment team will assess all eligible, compliant applications based on their merits and will consider how well your service model will achieve program objectives as outlined at section 1.4.

The assessment centre will be made up of Community Grants Hub staff, who will undertake training to ensure consistent assessment of all applications. If the selection process identifies that additional information or clarification is required, you may be contacted to provide further information.

8.2 Who will approve grants?

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, and
- the terms and conditions of the grant.

The Attorney-General must not approve funding if he reasonably considers that the program funding available across financial years will not accommodate the funding offer, and 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.

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 the Department of Social Services. The Department of Social Services will use the Commonwealth Simple Grant Agreement. Standard terms and conditions for the grant agreement will apply and cannot be changed. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

You will be required to deliver the project and meet the performance reporting and financial acquittal requirements as outlined in your grant agreement.

The Department of Social Services will negotiate agreements with successful applicants within 30 days from the date of the written offer. 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 Social Services may terminate the agreement.

You should not make financial commitments related to this grant until a grant agreement has been executed by the Commonwealth.

10.1.1 Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause is likely to be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children, or

- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

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.

Grant funding will be paid six monthly.

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 *Commonwealth Grants Rules and Guidelines 2017*.

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 against agreed project milestones
- eligible expenditure of grant funds.

You will be responsible for:

- ensuring that anyone working directly with vulnerable people has the appropriate qualifications under relevant state or territory legislation
- 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.

12.2 Community Grants Hub responsibilities

On behalf of the Attorney-General's Department 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 seek further information or request an independent audit of payments.

12.3 Grant payments and GST

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

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office website](#) for more information.

12.4 Reporting

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

You will be required to submit a financial acquittal (12 monthly).

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's performance reporting solution, the Data Exchange (DEX).

The performance information reported through DEX 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.

DEX 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](#).

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.

12.4.1 Performance Indicators

FRC Performance Indicators Descriptions:

1. Number of participants; counted as the number of unique client records.
2. Number of events/services instances delivered; counted as the number of service instances.
3. Proportion of participants from priority target groups, measured as the percentage of the total unique clients who identify as being Aboriginal or Torres Strait Islander, culturally and linguistically diverse (CALD), disabled or other as specified in Programme Guidelines.
4. Proportion of clients achieving improved independence, participation and well-being immediately after assistance.
5. Proportion of clients achieving individual goals related to independence, participation and wellbeing.

Performance Indicators will be measured using benchmarking, comparing your achievement against similar service providers delivering comparable services, using characteristics defined in the DSS Data Exchange Protocol.

12.5 Performance management

Your performance against the grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager, the Community Grants Hub. The Funding Arrangement Manager will ensure all milestones shown in your grant agreement are met. Where a grantee fails to meet the outcomes and objectives of the funded activity, actions will be outlined in the grant agreement.

12.6 Acknowledgement

The FRC brandmark and the Australian Government initiative logo must be used in the manner and format specified in the *Trade Mark Protocol for Family Relationship Centres*.

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 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.

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 *Commonwealth Grants Rules and Guidelines 2017*.

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

13.1 Complaints process

Complaints about FRC

The Department of Social Services [Complaints Procedures](#) apply to complaints about the FRCs. All complaints about the program, including grant decisions, must be lodged in writing.

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

Complaints about the Process

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

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub. Applicants can lodge complaints using the [complaints form](#) on the Department'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 Department of Social Services has handled your complaint, you may complain to the Commonwealth Ombudsman. The Ombudsman will not

usually look into a complaint unless the matter has first been raised directly with the Department of Social Services.

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 Attorney-General's Department 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 Social Services 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*. 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, and
- 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, or
- 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, and
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.

13.3 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

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.
co-sponsoring entity	When two or more entities are responsible for the policy and the appropriation for outcomes associated with it.
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.
administering entity	When an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
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.

Term	Definition
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.
Funding Arrangement Manager	Is the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.
grant	<p>A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> a) under which relevant money or other Consolidated Revenue Fund (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.
GrantConnect	Is the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
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

Term	Definition
	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.
value with money	<p>Value with money in this document refers to ‘value with relevant money’ which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:</p> <ul style="list-style-type: none"> • the quality of the project proposal and activities; • fitness for purpose of the proposal in contributing to government objectives; • that the absence of a grant is likely to prevent the grantee and government’s outcomes being achieved; and • the potential grantee’s relevant experience and performance history.