## Strong and Resilient Communities Community Resilience Grants Opportunity Guidelines

Opening date: Tuesday 5<sup>th</sup> March 2019

Closing date and time: 2:00pm AEDT on Tuesday 19<sup>th</sup> March 2019

Commonwealth policy

entity:

Department of Social Services

Enquiries: If you have any questions, please contact

Community Grants Hub

Phone: 1800 020 283

Email: support@communitygrants.gov.au

Date guidelines released: Tuesday 5<sup>th</sup> March 2019

Type of grant opportunity: Targeted (non-competitive)

## Contents

1. Pro	Strong and Resilient Communities Activity: Community Resilience Grants cesses	4
1.1	Role of the Community Grants Hub	5
2.	About the Strong and Resilient Communities Activity	6
3.	About the Community Resilience Grants	7
3.1	About this grant opportunity	8
3.2	Grant amount	9
4.	Grant eligibility criteria	9
4.1	Who is eligible to apply for a grant?	10
5.	Eligible grant activities	10
5.1	What can the grant money be used for?	10
5.2	What the grant money cannot be used for?	11
6.	The grant selection process	11
6.1	Assessment criteria	11
7.	The grant application process	12
7.1	Overview of application process	12
7.2	Application process timing	12
7.3	Completing the Service Delivery Plan Application Form	13
7.4	Questions during the application process	13
8.	Review of the grant application	14
9.	Who will approve the grant?	14
10.	Notification of application outcome	14
10.1	1 Feedback on your application	14
11.	Successful grant application	15
11.1	1 The grant agreement	15
	11.1.1 Commonwealth Child Safe Framework	15
11.2	2How the grant will be paid	16
12.	Announcement of grant	16
13.	Delivery of grant activities	16

13.1 Your responsibilities	16
13.2 The Community Grants Hub's responsibilities	16
13.3 Grant payments and GST	17
13.4 Reporting	17
13.5 Evaluation	17
13.6 Acknowledgement	18
13.7 Multicultural Access and Equity	18
14. Probity	18
14.1 Complaints process	18
14.2 Conflict of interest	19
14.3 Privacy: confidentiality and protection of personal information	20
14.4 Freedom of information	21
15. Glossary	23

# 1. Strong and Resilient Communities Activity: Community Resilience Grants Processes

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

This grant opportunity is part of the above Grant Program which contributes to Department of Social Services Outcome 2.1 Families and Communities. The Department of Social Services works with stakeholders to plan and design the Grant Program according to the Commonwealth Grants Rules and Guidelines.



#### The grant opportunity opens

We publish the grant guidelines and advertise on the <u>GrantConnect</u> and <u>Community Grants</u> Hub websites.



#### You complete and submit a Service Delivery Plan Application Form

You must read these grant guidelines before you submit your Service Delivery Plan Application Form. These guidelines can be found on <u>GrantConnect</u>, the Australian Government's whole-of-government grants information system. Note: Any addenda for this grant opportunity will be published on GrantConnect, and by registering on this website you will be automatically notified of any changes.



#### We review all grant applications

We check the application against eligibility criteria and notify you if you are not eligible. We then assess your Service Delivery Plan Application Form 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 if the grant application is successful.

4

#### 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.



#### **Evaluation of Strong and Resilient Communities/Inclusive Communities**

We evaluate the specific grant activity and the Strong and Resilient Communities as a whole. We base this on information you provide to us and that we collect from various sources.

#### 1.1 Role of the Community Grants Hub

This grant opportunity will be administered by the Community Grants Hub on behalf of the Department of Social Services under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

# 2. About the Strong and Resilient Communities Activity

The Strong and Resilient Communities Activity is an element of the <u>Families and Communities Program</u>. The Families and Communities Program aims to strengthen relationships, improve well-being of children and young people, reduce the cost of family breakdown, strengthen family and community functioning and facilitate the settlement of migrants and humanitarian entrants in the community.

The Strong and Resilient Communities Activity aims to build strong, resilient, cohesive and harmonious communities to ensure that individuals, families and communities have the opportunity to thrive, be free from intolerance and discrimination, and have the capacity to respond to emerging needs and challenges.

The Strong and Resilient Communities Activity will help to ensure that individuals, families and communities have the opportunity to obtain:

A sense of belonging	Through a greater sense of connection to and pride in their community, with shared values and trust, and a sense of pride in the Australian way of life and culture.
A sense of social inclusion	By providing community members with equitable access to resources, such as education, employment and housing.
Plenty of opportunities to participate	By ensuring that there are opportunities to obtain voluntary work or gainful employment, as well as cooperative involvement in events that cross boundaries of race and culture.
Acceptance from the broader community	With mutual respect, low levels of discrimination, positive attitudes towards minorities and newcomers, and a resilience to accept different points of view.
Self-worth	With good life satisfaction, positive indications of happiness and

wellbeing, with reasonable expectations for the future.

The Strong and Resilient Communities Activity addresses emerging issues within communities. It focusses on strengthening the capacity of communities experiencing disadvantage to become more resilient and inclusive through greater community engagement, participation and belonging in the local community. Communities will be empowered to identify and address issues in their local community.

Funded projects provide individuals with a sense of belonging and communities with the building blocks for community harmony.

The Strong and Resilient Communities Activity comprises three grant programs:

- Community Resilience
- Inclusive Communities
- · National Research.

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

## 3. About the Community Resilience Grants

Community Resilience grants aim to build strong, resilient and cohesive communities to help make Australia more secure and harmonious as a whole. Funded projects will address issues in communities that show potential for or early signs of low social cohesion, and/or racial, religious or cultural intolerance.

The types of projects that will be funded include projects aimed at:

- helping people connect with government and non-government services
- strengthening community leadership to foster greater community cohesion
- promoting mutual respect, understanding and fair treatment for all Australians
- promoting understanding of Australia's democratic principles, rights and obligations and the unifying value of citizenship
- leadership training to empower women in new and emerging community groups
- addressing racial, cultural or religious tensions between particular groups in the community through educational, social, cultural or sporting activities that bring people of different cultures or faiths together
- · facilitating increased participation in social, economic and community life
- facilitating initiatives and activities to better build understanding of Australia's cultural diversity
- providing youth at risk of marginalisation with welcoming and non-threatening access to services that aim to build trust and increase their community participation
- an online platform that aims to provide information for marginalised youth and will help to challenge extreme views.

#### 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 filling out an application.

### 3.1 About this grant opportunity

This Community Resilience grant aims to increase the social and economic participation of young Muslim males and females in Australian society, helping to address issues in the local community, such as racial, religious and cultural intolerance, through sport.

In Australia, the Scanlon Foundation Survey 2017 found there is a relatively high level of negative feeling towards Muslims (24%) and a high experience of discrimination reported by Muslims (34%).

Dunn et al. (2015: 39) note that 'high levels of Muslim experience of racism together with a view on Islam's compatibility with Australian norms and Muslims' support for diversity' strengthens 'the resilience needed for dealing with the pressures of Islamophobia and racism', while Grossman et al.'s (2014) study found that culturally based forms of resilience are linked to those individuals and groups able to draw on *multiple* cultural resources and affiliations, choosing strengths and discarding weaknesses or liabilities associated with different cultural values and practices in particular contexts.

The Australian Multicultural Foundation and Victoria University Stocktake Research Project – A Systemic Literature and Selected Program Review on Social Cohesion, Community Resilience and Violent Extremism 2011-2015 states 'consideration should be given to promoting social cohesion and resilience in youth through community programs focused on sports, the arts, music and other creative pursuits'. The report also shows10,000 participants and 30 Islamic Colleges were able to engage with football and their wider community in a fun, non-competitive environment through the Bachar Houli Program.

Sport is recognised as a community activity that can support diversity. A European Commission's report[1] identified sport as an open and inclusive activity, where migrants can develop a network of friends with similar interests. The 'universal language' of sport can help to transcend social, cultural and national barriers.

The Australian Research Council conducted research on the Football United program and found that in times of significant change, sport can be a comforting familiarity to young people. Sport can also provide an opportunity for cultural exchange and learning about the country's norms and values in a safe environment. Furthermore, research undertaken by Brotherhood of St Laurence and Centre for Multicultural youth found that participating in sport and recreational activities was identified as contributing to the engagement of young people through; capacity building, trust building, therapeutic benefits and its role as an entry point for broader participation and engagement.

<sup>[1]</sup> European Commission (2016) 'Mapping of good practices relating to social inclusion of migrants through sport – Final report to the DG Education and Culture of the European Commission'

<sup>&</sup>lt;sup>[2]</sup> Australian Research Council (2013) Playing for Change – Improving People's Life Through Football (Football United Research Report)

<sup>[3]</sup> Brotherhood of St Laurence (2010) Second Generation Young People of Muslim Background

<sup>[4]</sup> Centre for Multicultural Youth, The role of sport and recreation in helping refugee young people to 'settle well' in Australia (2007)

The Australian Football League (AFL) is invited to apply for funding under this grant opportunity as a contribution towards the Bachar Houli Program (the Program).

The Program engages Richmond player, Bachar Houli, as a role model and mentor. Participants undertake skill development in areas of communication, decision-making, resilience, identity and community values, as well as being encouraged to engage in the local community and promote cultural and social inclusion.

Since 2013, the Bachar Houli Program has involved 35,000 participants including 8,000 participants in the Bachar Houli Cup, 150 participants in the Leadership Academy and 20 graduating from the Employment program.

The objective of this grant is to increase social cohesion, self-esteem and role model engagement for Muslim Australian youth across Australia, using sport as a vehicle.

The activities that will be funded under this grant include:

- an engagement and development program that increases the participation of young
   Muslim males and females in organised sport
- a leadership program to empower young Muslim males and females
- a youth employment program that provides a pathway to employment through mentoring, training and work experience for at risk youth
- a cultural awareness and education program to engage communities and foster improved cultural and educational awareness between particular groups to build a better understanding of Australia's cultural diversity.

#### 3.2 Grant amount

The Australian Government, through the Department of Social Services, has allocated total funding of \$1,255,000 (GST excl) over two years as a fifty per cent contribution towards the Program.

The funding breakdown is shown below:

2019-20	2020-21	TOTAL
\$627,500	\$627,500	\$1,255,000

## 4. Grant eligibility criteria

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

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

To be eligible to apply, you must be the invited organisation shown below and have received an invitation to apply through GrantConnect.

Name of Invitee	Australian Football League
Service Delivery Area	National

As the peak body for Australian Rules football in Australia, the AFL is highly capable of nation-wide engagement by using their extensive organisational networks and resources to target participation in local communities. The AFL has a national focus and collaborates with multicultural communities, schools, community football clubs, government and multicultural organisations to promote community harmony and mutual understanding to deliver the Program.

The Bachar Houli Program was established by the AFL in 2013 to increase the social and economic participation of disadvantaged Muslim youth in their local community through sport and leadership programs.

The AFL has a proven track record in delivering the Program to the target participants, in achieving the required outcomes, and in meeting the required performance and reporting requirements.

No further organisations will be invited to apply.

## 5. Eligible grant activities

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

Costs that the grant can be used for are:

- staff salaries and on-costs that can be directly attributed to the provision of the grant program in the identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the grant program
- operating and administration expenses directly related to the project as per the grant agreement, such as:
  - o telephones
  - rent and outgoings
  - o computer/ IT/website/software
  - insurance
  - o utilities
  - postage
  - stationery and printing
  - accounting and auditing
  - o domestic travel and accommodation costs

- assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables
- up to 10 per cent of the grant can be used for evaluation of the funded project and/or to explore options for future sustainability and ongoing viability of the funded project.

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

You cannot use the grant for the following activities:

- purchase of land
- 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
- major construction/capital works
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility
- international travel and accommodation costs.

## 6. The grant selection process

This grant opportunity is a targeted non-competitive selection process. This means the Department of Social Services has identified a suitable service provider and invited them to apply.

#### 6.1 Assessment criteria

You will need to address each of the following assessment criteria in your Service Delivery Plan Application Form. Both criteria are weighted equally.

Criterion 1: Describe the project in detail, how it will be delivered and the intended outcomes for all stakeholders.

In responding to this criteria you should include:

- a description and objectives of the project, including how it will be implemented, delivered and promoted
- details about who will benefit and the intended outcomes
- details about how the project will increase social cohesion, increase social and economic participation, and increase self-esteem and role model engagement for Muslim youth nationally.

*Criterion 2:* Demonstrate your organisation's capability to successfully deliver the project to the target community/communities on time and within budget.

In responding to this criteria you should include:

- a description of your organisation's prior experience in delivering the project
- details about your organisation's capability to meet reporting and performance requirements.

The Service Delivery Plan Application Form response has a 900 word limit.

## 7. The grant application process

#### 7.1 Overview of application process

You must read these Grant Guidelines, the Service Delivery Plan Application Form and the Grant Agreement Terms and Conditions 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,
- 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 asking to submit a late application are required to submit a late application request to the Community Grants Hub Hotline via <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>.

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

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

The delegate or their appointed representative<sup>[1]</sup> will determine if a late application will be accepted. The delegate's decision is final and no review or appeals process will be allowed.

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

Once the outcome is made, the Community Grants Hub will let the applicant know if their request is accepted or declined.

The expected commencement date for the granting activities is 1 July 2019 and the expected completion date is 30 June 2021. You must spend the grant by the end date.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 5 March 2019
	Close: 2pm AEDT 19 March 2019
Assessment of applications	1 week
Approval of outcomes of selection process	1 week
Negotiations and award of grant agreements	Up to 4 weeks
Notification to unsuccessful applicants	1 week
Activity commences	1 July 2019
End date	30 June 2021

## 7.3 Completing the Service Delivery Plan Application Form

You must complete a Service Delivery Plan Application Form, using the online application form provided as part of the grant opportunity documents on the GrantConnect website.

The application form is only available to the invitee 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

The Community Grants Hub may not accept any additional information, or requests from the invited applicant to correct your Service Delivery Plan Application Form after the closing time.

The Community Grants Hub may ask you for more information about your Service Delivery Plan Application Form if needed.

## 7.4 Questions during the application process

Only the invited applicant's questions will be responded to during the application period. You can contact the Community Grants Hub on 1800 020 283 or email to <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>. The Community Grants Hub will respond to emailed questions within five working days.

The question period will close at 5:00pm AEDT on 12<sup>th</sup> March 2019. Following this time, only questions relating to submitting the Service Delivery Plan Application Form as the application will be answered.

## 8. Review of the grant application

A review team will review your Service Delivery Plan Application Form against the eligibility criteria. If the application is eligible, it will move to the next stage of assessment. The review team is comprised of staff in the Community Grants Hub.

The Department of Social Services will review your Service Delivery Plan Application Form to assess whether your project will achieve the program objectives as outlined at section 3.1 and whether it represents value with money.

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

## 9. Who will approve the grant?

The Minister for Social Services will make the final decision to approve the grant, taking into account the recommendations of the review team and the availability of grant funds.

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

- the approval of the grant
- the grant funding amount to be awarded.

The Minister will not approve funding if there is insufficient program funding available across relevant financial years for the program, or if the application does not represent value with money.

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

## 10. Notification of application outcome

The Community Grants Hub will advise you of the outcome of your application in writing. If you are successful, we will advise you of any specific conditions attached to the grant.

### 10.1 Feedback on your application

If you are unsuccessful, you may ask for feedback within one month of being advised of the outcome. We will give written feedback within one month of your request.

## 11. Successful grant application

## 11.1 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.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. You should not make financial commitments related to this grant, until a grant agreement has been executed by the Commonwealth.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the Program Delegate or Minister. We will identify these in the agreement.

Where a grantee fails to meet the obligations of the grant agreement, the Department of Social Services may recover grant funds.

#### 11.1.1 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.

#### 11.2 How the grant will be paid

The grant agreement will state the:

maximum grant amount to be paid.

We will make an initial payment on the commencement of the grant. We will make subsequent payments according to an agreed schedule set out in the grant agreement (six monthly). Payments are subject to satisfactory progress on the grant activity.

## 12. Announcement of grant

If successful, your grant will be listed on <u>GrantConnect</u> no later than 21 calendar days after the date of effect as required by Section 5.3 of the *CGRGs*.

## 13. Delivery of grant activities

## 13.1 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 project milestones
- expenditure of grant funds.

You will also be responsible for:

- ensuring that anyone working directly with vulnerable people has the appropriate qualifications under relevant state and territory legislation
- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- 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.

#### 13.2 The Community Grants Hub's responsibilities

The Community Grants Hub will:

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

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

#### 13.3 Grant payments and GST

Payments will be made as set out in the grant agreement. 'Payments will be GST Exclusive'.

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 <u>Australian</u> Taxation Office website for more information.

### 13.4 Reporting

Community Resilience grant recipients 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'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 on the <u>Data Exchange website</u>.

#### 13.5 Evaluation

The Department of Social Services will evaluate the Strong and Resilient Communities Activity to measure how well the outcomes and objectives have been achieved.

The Department of Social Services will evaluate a range of issues, including but not limited to the performance of the program, including the efficiency of implementation and effectiveness of the program meeting the outcomes. Your performance against the grant agreement will be monitored on an on-going basis by the Funding Arrangement Manager assigned by the Department of Social Services. The Funding Arrangement Manager will ensure all milestones recorded in your grant agreement are met.

Your grant agreement requires you to provide information to help with this evaluation.

#### 13.6 Acknowledgement

All publications related to grants under the Program must acknowledge the Commonwealth as follows:

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

#### 13.7 Multicultural Access and Equity

All Australian government agencies have to follow Australia's Multicultural Access and Equity Policy to make sure their policies, programs and services (including those conducted by contractors and service delivery partners) are available to people from culturally and linguistically diverse (CALD) backgrounds. The <a href="Department of Home Affairs">Department of Home Affairs</a> has a range of policies on their website.

Grant applicants should consider how they will make sure their services are accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills in order to work with CALD clients. Services, projects, activities or events may require the use of professional translating or interpreting services to be able to communicate with clients who have limited English ability.

## 14. Probity

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

**Note:** These guidelines may be changed from time-to-time by the Department of Social Services. When this happens the revised guidelines will be published on <u>GrantConnect</u> and the Community Grants Hub websites.

#### 14.1 Complaints process

#### **Complaints about the Program**

The Department of Social Services Complaints Procedure apply to complaints about the Program. All complaints about the program, including grant decisions, must be made in writing.

Any questions you have about grant decisions for the Program should be sent to <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a>

#### **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 makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can lodge complaints using the <u>complaints form</u> on the department's website, 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

#### 14.2 Conflict of interest

Any conflict of interest could affect the performance of the grant. There may be a conflict of interest, or perceived conflict of interest, if Department of Social Services 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.

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

#### 14.3 Privacy

We treat your personal information according to the Privacy Act 1988 and the Australian Privacy Principles. This includes letting you know:

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

In submitting a grant application under this opportunity, you agree to the Australian Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information we cannot assess your grant application.

The Australian Government may also use and disclose information collected about you under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also declare your ability to comply with the Privacy Act 1988 and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the Australian Government would breach an Australian Privacy Principle as defined in the Act.

#### 14.4 Confidential Information

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three conditions below:

- 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.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

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

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

#### 14.5 Freedom of information

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

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

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Coordinator

Department of Social Services

Government and Executive Services Branch

**GPO Box 9820** 

By email: <u>foi@dss.gov.au</u>

## 15. Glossary

Term	Definition
assessment criteria	The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.
commencement date	The expected start date for the grant activity.
completion date	The expected date that the grant activity must be completed and the grant spent by.
Commonwealth entity	A Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.
cost shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal services.
date of effect	This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	The person who makes a decision to award a grant.
double dipping	Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
Funding Arrangement Manager	The officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:  a) under which relevant money or other CRF money, is to be paid to a grantee other than the Commonwealth  b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity	Is the project /tasks /services that the grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Sets out the relationship between the parties to the agreement, and specifies the details of the grant.
grant opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
grant program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities
grantee	An individual/organisation that has been awarded a grant.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
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.

Term	Definition
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	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.
	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 the:  • quality of the project proposal and activities
	fit-for-purpose of the proposal in contributing to government objectives
	absence of a grant is likely to prevent the grantee and government's outcomes being achieved
	potential grantee's relevant experience and performance history.