



Australian Government

Community
Grants Hub
Improving your grant experience



Protecting the Rights of Older Australians

Elder Abuse Service Trials

Feedback for applicants

Overview

Protecting the Rights of older Australia's – Elder Abuse Service Trials

The purpose of the Protecting the Rights of Older Australians - Elder Abuse Service Trials grant opportunity is to trial, develop and promote a service system to address elder abuse.

The Protecting the Rights of Older Australians - Elder Abuse Service Trials grant opportunity will establish and trial the following services types; Specialist elder abuse units, Health justice partnerships, and Case management and meditation services.

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

The intended outcome of the program is to reduce the incidence and severity of elder abuse through the provision of information and support (including social, legal and potentially other forms of counselling, such as financial counselling) which is designed to meet the specific needs of the individual being assisted.



Selection Process

The Community Grants Hub used a restricted competitive selection process to select 29 providers to deliver the Protecting the Rights of Older Australian – Elder Abuse Service Trials. One provider was invited to apply for two jurisdictions.

All eligible and compliant applications were then assessed against the equally weighted selection criteria. Information on what made a strong response to each criteria is provided below.

The Community Grants Hub received 30 applications for funding. Preferred applicants were identified based on the strength of their responses to the selection criteria and their demonstrated ability to meet the grant requirements outlined in the grant opportunity guidelines.

Selection Results

Eleven organisations were selected to deliver the Protecting the Rights of Older Australian – Elder Abuse Service Trials.

The selected organisations provided strong responses to the selection criteria and demonstrated their ability to meet the eligibility requirements outlined in the grant opportunity guidelines. Further detail about what constituted a strong response to each criterion is provided below.

The Panel recommended applicants based on the strength of their responses to the selection criteria and their ability to meet the grant requirements outlined in the grant opportunity guidelines. As noted in the grant opportunity guidelines the program was required to ensure a mix of metropolitan and non-metropolitan sites and location of the proposed service trial site was relevant for the selection of recommended grantees.

The Panel recommended twelve trial sites to the decision maker for funding, five for specialist elder abuse units, three for Health justice partnerships and four for Case management and mediation services. The decision maker made the final decision to approve the grants, including the:

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



Criterion 1 (a) - Specialist elder abuse units

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

A preferred response will:

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

Strength	Example
Strong applications clearly described the services they will provide and provided an outline of service delivery models to deliver the activity	Strong responses clearly described: <ul style="list-style-type: none">• the services to be provided and how they interconnected to provide a holistic support package for the older person, centred on an individual's needs• the proposed service delivery models, how they worked and how this assists in achieving their best outcome for the individual seeking assistance• a specialist understanding of target groups, including what issues elderly abused people face and how the service was well-placed to address them• how the organisation's experience in assisting older people to resolve abuse cases has created the knowledge and expertise to effectively provide services in these situations.
Strong applications clearly demonstrated and outlined how they will develop and implement the service delivery models	Strong responses clearly described: <ul style="list-style-type: none">• how the specific service delivery model would address and incorporate all aspects of elder abuse, including adaptable and flexible service delivery to meet the needs of the target group• how the service will meet the demand



Strength	Example
	<ul style="list-style-type: none"> • how the model ensured a holistic wrap-around service, including referrals to external agencies where appropriate.
<p>Strong applications clearly demonstrated how their organisation will measure and evaluate outcomes for target groups and how they meet reporting requirements</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • how they will collect data • how they will measure success by establishing frameworks for robust data collection and analysis • their organisation’s infrastructure to meet reporting commitments • existing capability to monitor data and adjust the services accordingly.

Criterion 1 (b) - Health justice partnerships

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

A preferred response will:

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

Strength	Example
<p>Strong applications clearly described the services they will provide and provided an outline on service delivery models to deliver the activity</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • their service delivery model and how they will work with partners to ensure the most effective delivery of the service trial • how they would build the skills required to identify and refer cases of elder abuse within health care settings • an understanding of legal issues relating to elder abuse and how the applicant was well-placed to meet the challenges associated with those issues



Strength	Example
	<ul style="list-style-type: none">• how the project will be delivered and the communities the service will be delivered to.
Strong applications clearly demonstrated and outlined how they will develop and implement the service delivery models	Strong responses clearly described: <ul style="list-style-type: none">• intended training and staff development, including how to ensure two-way skills transfer• how they will develop the model and deliver the service• how their lawyers and social workers will provide their services• their project plan.
Strong applications clearly demonstrated how their organisation will measure and evaluate outcomes for target groups and how they meet reporting requirements	Strong responses clearly described: <ul style="list-style-type: none">• their evaluation process and reporting outcomes for target groups and locations, and explained• how they will collect data• their organisation's infrastructure to meet reporting commitments• existing capability to monitor data and adjust the services accordingly.



Criterion 1 (c) - Case management and mediation services

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

A preferred response will:

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

Strength	Example
Strong applications clearly described the services they will provide and provided an outline on service delivery models to deliver the activity	Strong responses clearly described: <ul style="list-style-type: none">• the services being offered, what they will deliver and how they will benefit the individual and their families• the service delivery models, how they work and how they will support the applicant in achieving their desired outcome• how the model supports person-centric design of appropriate supports• how they deliver multi-disciplinary case management and mediation to address issues affecting older people in the community• how they include family and individual support and evidence-based interventions.
Strong applications clearly demonstrated and outlined how they will develop and implement the service delivery models	Strong responses clearly described: <ul style="list-style-type: none">• where the services will be delivered from• the experience base of the organisation in delivering similar services• an understanding that service delivery models need to be adaptable to meet individual needs• the resources used to develop and implement the service delivery model.



Strength	Example
Strong applications clearly demonstrated how their organisation will measure and evaluate outcomes for target groups and how they meet reporting requirements	Strong responses clearly described: <ul style="list-style-type: none">• their process for measuring and evaluating outcomes• their reporting requirements and the tools they will use to provide the reports• how client outcomes will be measured through practitioners' assessment and service delivery information.



Criterion 2 – Expansion of Service Options

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

A preferred response will:

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

Strength	Example
Strong applications clearly demonstrated their current state of readiness to expand their services to incorporate new services and how they proposal represents an increase in their services	Strong responses clearly described: <ul style="list-style-type: none">• previous relevant project experience and staff readiness to assist in quickly delivering services in targeted areas• how their organisation is already equipped to deliver service at the start of the funding period• timelines with projected service delivery start dates, including a clear indication that the provider intended to commence operations in line with the requirement outlined in the grant opportunity guidelines.
Strong applications clearly demonstrated and identified why their service offering represents value to the specific community	Strong responses clearly described: <ul style="list-style-type: none">• their locations of high need with a shortage of existing support services for older persons• how their communities/locations are growing at a fast rate• how there is pressure on existing support services and the need for more relevant services• why their infrastructure and preparation will add to the value of the project and how they are well placed to work with culturally sensitive clients.



Criterion 3 – Service Delivery Model

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

A preferred response will:

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

Strength	Example
<p>Strong applications clearly demonstrated how they form and maintain effective co-delivery models and referral linkages with other agencies with positive outcomes</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • co-delivery models and referral linkages and provided examples of existing relationships and pathways • strong networks within the service delivery area and an ability to leverage other services to provide holistic support to the client • how co-delivery will be enhanced and maintained using these networks • details of existing partnerships which were being leveraged to support the rapid and effective delivery of services.
<p>Strong applications clearly demonstrated how their partner organisations support and achieve two-way sharing of information, expertise and co-delivery</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • how co-delivery models and referral linkages demonstrate how existing relationships and pathways complement the project • how partnerships include cross-agency formal and informal training, professional development, case review and mentoring.
<p>Strong applications clearly demonstrated how they add value to local service network and exchange relevant information with other community organisations to achieve positive outcomes</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • how having the support of GPs and local legal partnerships and other agencies can enable and share two way information



Strength	Example
	<ul style="list-style-type: none">• their relationships with other organisations and how they communicate, share information and achieve positive outcomes.



Criterion 4: Capacity and Capability

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

A preferred response will:

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

Strength	Example
Strong applications clearly demonstrated their infrastructure that their organisation will use to deliver the activity	Strong responses clearly described: <ul style="list-style-type: none">• how their existing infrastructure, policies and procedures are in place to deliver the service• their effective governance, including details of the experience and qualifications of staff in governance positions• staff roles and responsibilities
Strong applications clearly demonstrated their key staff and their experience, skills and qualifications	Strong responses clearly described: <ul style="list-style-type: none">• evidence that they have the expertise that will contribute to the successful delivery of the grant activity• the qualifications of all staff contributing to the successful operation of the service trial• how staff are supported and provided with relevant training or professional development opportunities• the ratio of front-line to support staff included within the proposal and why this constituted value for money and increased the likelihood of success of the service trial.
Strong applications clearly demonstrated their ability to effectively develop, implement, manage and monitor activities to achieve positive outcomes	Strong responses clearly described: <ul style="list-style-type: none">• how existing systems process and experience will enable effective implementation management and monitoring



Strength	Example
	<p>of services that meet both the clients' and organisations' needs</p> <ul style="list-style-type: none">• how the organisation has responsibly managed programs and acquittal process and monitors progress• how they achieve positive outcomes by having clear procedures and process.