



Australian Government

**Community
Grants Hub**
Improving your grant experience



Building Excellence in Support and Training (BEST)

Questions and Answers

1. What is the closing time and date for applications?

The application form must be submitted by **11.00 PM AEST on Thursday, 2 May 2019**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions will not be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date the [late application policy](#) available on the Community Grants Hub website will apply.

3. What is the aim of the BEST Program?

The objectives of the program are to assist ex-service organisations (ESOs) to:

- improve the quality of claims received by DVA at the primary determining level
- reduce the rate of appeals to the Veterans' Review Board (VRB) and the Administrative Appeals Tribunal (AAT)
- promote the provision of welfare services to the veteran and defence community.

The intended outcomes of the program are to ensure:

- the veteran and defence communities are able to benefit from having better informed ESO practitioners who can ensure claims lodged with DVA are of a high standard and contain all required information to enable timely and quality decisions
- ESO practitioners will assist in improving claims assessment efficiency
- the veteran and defence communities will have access to appropriate compensation and welfare advocacy services.

4. How much funding is available for this program?

There is \$4,115,000.00 (GST exclusive) available for the 2019-20 financial year.

The amount available to individual applicants will be determined on the basis of the workload information provided in your application.



5. Is the funding on-going?

No. Funding is only available in respect of the 2019-20 financial year for expenditure on specific items during that year.

6. Who can apply for the BEST grant?

Information about who can apply for a BEST grant are included in the Grant Opportunity Guidelines (see section 4 - Eligibility criteria).

7. What can I use the BEST grant for?

Information about what the grant funds can and cannot be used for are included in the Grant Opportunity Guidelines (see section 5 - What the grant money can be used for).

8. What can the grant money *not* be used for?

Sponsoring organisations must pass on the full value of the grant to the sponsored organisation.

You cannot use the grant for employee on-costs such as superannuation, leave entitlements, redundancy payments or other salary related expenses.

Administrative expenses which would not be eligible for funding include:

- honoraria
- utility costs covering electricity, gas, water, etc.
- the cost of leasing premises (including rent) or purchase of property
- council rates
- office expenses and fees including insurance, advertising expenses, audit fees and bank fees
- any travel costs beyond the local district where the organisation operates or has its usual place of business
- legal consultation costs, including litigation
- air conditioning units, televisions or refrigerators.

Further detail is provided at Appendix A in the Grant Opportunity Guidelines.

9. Do I need to provide quotes for individual expenditure items?

You must complete the project budget table within the online application form, outlining your proposed expenditure (including Nil expenditure where relevant) in each of the expenditure categories.

You must state the funding requested for each category; this should be based on the retail cost of the items.



The categories are explained at Appendix A of the Grant Opportunity Guidelines available on the GrantConnect and Community Grants Hub websites.

10. Should I include GST in my requested funding amount?

The Australian Taxation Office (ATO) advises that DVA grants are considered a Financial Assistance Payment and so they are not subject to GST. In accordance with that advice:

If your Organisation is registered for GST

- you are required to calculate the GST exclusive component of the cost of any item or service purchased for your proposed project
- you must provide the final total GST exclusive amount in your grant application
- you can claim an input tax credit through your Business Activity Statement (BAS) to the ATO, for the GST component of purchased items or services.

If your Organisation is NOT registered for GST

- you are not able to request an input tax credit from the ATO for the GST component of purchased items or services
- you are required to provide the final GST inclusive amount in your grant application.
- If you have any queries in relation to the transactions you enter into with third parties as a result of a grant received under the BEST Program, you may wish to speak with the ATO or your financial advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the ATO website for more information.

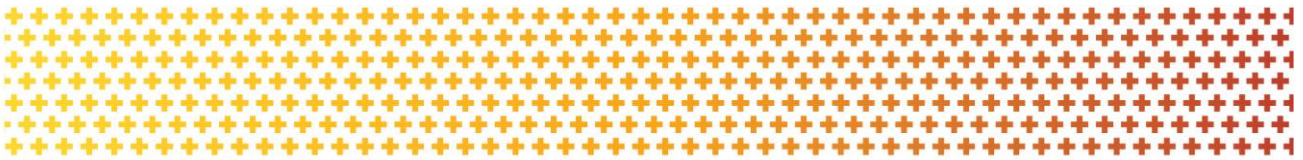
For example

Your Organisation is registered for GST

- You are applying for computer equipment in your BEST application. The cost of your equipment is \$1,000 plus \$100.00 GST. The total cost is \$1,100 (GST inclusive).
- You will enter \$1,000 in your BEST application.
- If your application is successful you will receive a grant for your equipment for \$1,000.
- You may then claim an input tax credit through your BAS to the ATO for the \$100 GST component of the purchased equipment. More information about how to claim input tax credits is available on the [ATO website](#).

Your Organisation is NOT registered for GST

- You are applying for computer equipment in your BEST application. The cost of your equipment is \$1,000 plus \$100.00 GST. The total cost is \$1,100 (GST inclusive).
 - You will enter \$1,100 in your BEST application.
 - If your application is successful you will receive a grant for your equipment for \$1,100.
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11. How do I know if my organisation is GST registered?

For further guidance, seek advice from your financial advisor.

If your details are up to date, you can find your GST registration status on the [Australian Business Register website](#) by using the ABN Lookup tool.

More information on GST can be found on the [ATO](#) website.

12. I am incorporated, however I do not have a Certificate of Incorporation, what documentation am I required to attach?

You can attach any other documentation that will verify your incorporation. For example, Certificate of Registration, Government Gazette, Letters Patent or founding legislation where Letters Patent are not applicable.

Please note: the 2mb limit per attachment. Compressed or zip files are not accepted. File names must be unique and not include foreign characters.

13. If I am not an eligible entity type, can I apply under the sponsorship of an eligible entity?

Yes. Whether or not an ESO meets the eligibility criteria to apply for funding in their own right, another ESO may apply as a sponsor on their behalf. Funding is managed by the sponsor but any recommended grant amount will be assessed on the basis of the sponsored organisation's activity as provided in the application. A sponsor may apply on behalf of more than one ESO.

To be eligible, a sponsoring ESO must be one of the eligible entity types listed in the Grant Opportunity Guidelines (see section 4 - Eligibility criteria).

14. Can I apply as a sponsor on behalf of more than one ESO?

Yes. The sponsoring applicant must submit a separate grant application for each sponsored organisation.

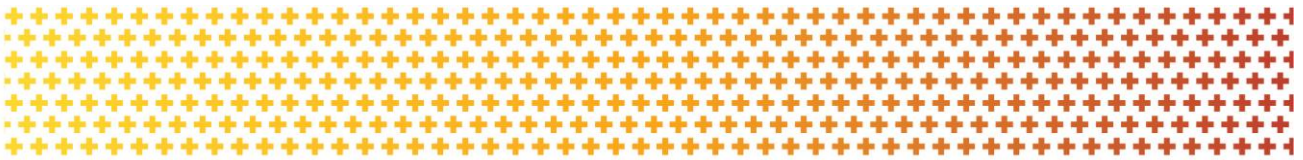
Please note: To be eligible, a sponsoring ESO must be one of the eligible entity types listed in the Grant Opportunity Guidelines (see section 4 - Eligibility criteria).

15. If I am a sponsoring applicant, can I enter more than one sponsored organisation's details in the application form?

No, a sponsoring applicant must submit a separate grant application for each sponsored organisation.

16. If I am applying as a sponsoring applicant, am I required to provide a Letter of Declaration on the provided template?

Yes. If you are applying as a sponsoring applicant, you must use the provided Letter of Declaration template, available on the [Community Grants Hub Website](#).



The template is to be completed by the organisation being sponsored and attached to your application according to the instructions provided within the application form. If a mandatory template is not used your application will be considered non-compliant and will not proceed to assessment. You should only attach requested documents. We will not consider information in attachments we have not asked for.

Please note: There is a 2mb limit for each attachment.

17. Do all my claims and welfare advocates need to be accredited under the new Advocacy Training and Development Program (ATDP)?

No. ATDP accreditation is not mandatory, although it is desirable. However, Advocates must obtain and/or maintain appropriate levels of training under the ATDP, or have already completed appropriate training through the previous TIP.

18. What if some of my advocates are still undertaking their training under the ATDP and have yet to be formally accredited, will their workload still be counted?

Yes. If these advocates have been preparing claims under supervision or assisting with welfare activity then their work should be included with your organisations workload information.

19. Do all advocates undertaking the 2019/20 financial year workload need to have current Professional Indemnity Insurance?

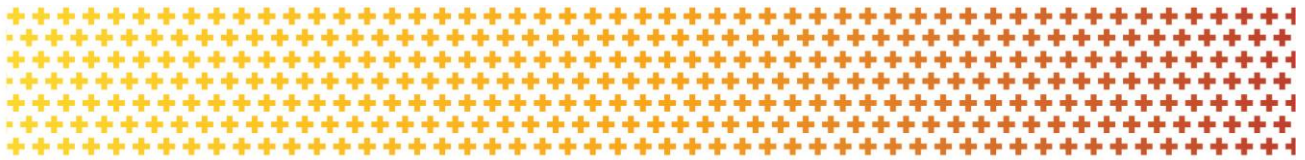
Yes. You will be requested to demonstrate compliance with the industry standard requiring all advocates to be provided with professional indemnity insurance cover.

The Veterans' Indemnity and Training Association (VITA) has advised that they will not offer Professional Indemnity Insurance for TIP trained advocates who have not undertaken ATDP Recognition of Prior Learning, before 30 June 2019 for Level 1 and 2 advocates, and before 31 December 2021 for Levels 3 and 4 advocates.

Therefore, if your Level 1 and Level 2 advocates are not ATDP trained after 30 June 2019 you must arrange an alternative source of professional indemnity insurance for them and include that information in your application.

20. How do I calculate local travel?

If you are intending to apply for travel costs, you will need to maintain a travel log to assist you to acquit the grant if necessary. The amount included in the application form should be the estimated total kilometres multiplied by the current ESO payment travel rate used for BEST calculations, which is 35.5 cents per kilometre.



21. How do I identify as an advocate when providing my contact details for the application?

If you wish to identify as an advocate in the contact details – select ‘Other’ in the Position field and state ‘Advocate’ in the Position Title text box.

22. In the table that is asking ‘Please provide the total number of hours per week worked against each welfare activity during the 2018 calendar year?’ the note mentions needing to enter the number of hours worked by a practitioner. Could you please clarify what this means?

Please provide the average hours per week you estimate a single welfare practitioner in your organisation will have worked for each activity. This information will be used by the Community Grants Hub to derive a total number of annual welfare hours for your organisation after your application is submitted.

23. Is the grant available for projects on Christmas Island, the Cocos (Keeling) Islands, Norfolk Island and Jervis Bay Territory?

Yes. The Grant Opportunity Guidelines do not specify that activities need to be undertaken on the Australian mainland. Provided all other requirements are met, applications covering any of the seven external Australian Territories - would be eligible for consideration.

24. Why is the Department of Veterans’ Affairs (DVA) using the Hub to manage its grants?

The Hub provides a central and consistent application and management process for DVA’s grant applicants and recipients.

It also reduces duplication of effort and resources in common areas of services across Government, such as grants.

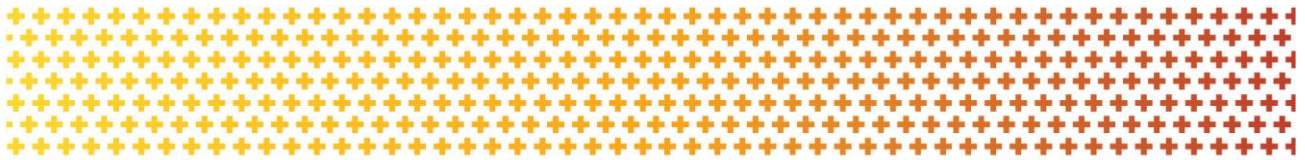
25. Is this part of a bigger move to merge DVA with another government department?

No. The Australian Government is committed to a stand-alone DVA. This remains Government policy.

26. How can I submit the application form?

The form is an online application form that you must submit electronically.

The Community Grants Hub will not provide application forms or accept application forms for this grant opportunity by fax, email or through Australia Post unless otherwise stated in the grant opportunity documents



You must submit your grant application using the application form, which is available on the [GrantConnect](#) and [Community Grants Hub websites](#). The application form includes help information.

27. Do word limits apply to the application form?

Yes, the application form includes word limits. The application form will not accept characters beyond this limit.

Please note: character limits include any formatting used within the body of the response, this includes spaces.

28. Can someone from the Community Grants Hub help me with my application?

The Community Grants Hub and DVA can only provide general information and advice on completing your application. To maintain the fairness and integrity of the application process, applicants cannot be offered individual support or help with their applications.

29. Who do I contact if I'm having trouble using or submitting an application form?

If you require help or support in using and/or submitting an application form on the Community Grants Hub website, please call 1800 020 283 or TTY 1800 555 677.

30. I'm not familiar with using technology, what do I do?

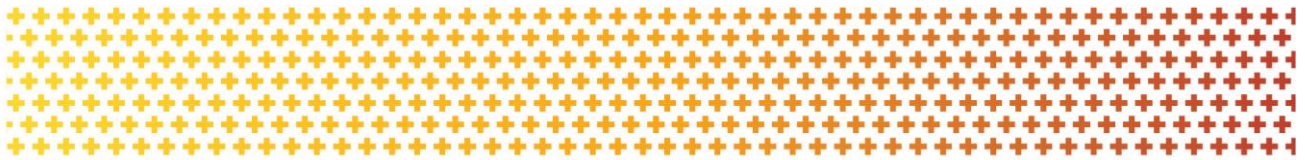
If you or members of your organisation require digital training, support can be accessed through the Department of Social Services' initiative [Be Connected – improving digital literacy for older Australians](#) which provides training in both city and regional areas, Australia wide. Please visit: [Be Connected website](#).

31. Will DVA still be involved in assessing the grants?

DVA staff working in the Hub will support DVA's grant programs. DVA as a Department will retain responsibility for: policy of its grants programs, ensuring the work of the Hub meets DVA's quality standards, briefing the Minister on recommended grants; and responding to any grants correspondence.

32. Who will be approving DVA grants?

The Minister for Veterans' Affairs (the decision maker) decides which grants to approve, taking into account the recommendations made by the Selection Advisory Panel and the availability of grant funds for the purposes of the grant program.



33. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the assessment process.

Timeframes are indicated in the Grant Opportunity Guidelines, although in some instances due to the volume and complexity of applications, timeframes may be increased.

34. Can I appeal the decision in relation to the outcome of a selection process?

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

A Feedback Summary will be published on the Community Grants Hub website to provide all organisations with easy access to information about the grant selection process and the main strengths and areas for improving applications.

Individual feedback will also be available. The process for requesting individual feedback will be included in the letter advising of the outcome of your application.

35. Where should I go for further information?

More information about this grant can be found in the Grant Opportunity Guidelines. If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 or email to support@communitygrants.gov.au.

The Community Grants Hub will respond to emailed questions within five working days.
