



# Strong and Resilient Communities Seniors Connected Phone Support Activity Grant Opportunity Guidelines

<b>Opening date:</b>	28 February 2020
<b>Closing date and time:</b>	11.00PM AEDT on 24 March 2020
<b>Commonwealth policy entity:</b>	Department of Social Services
<b>Administering entity</b>	Community Grants Hub
<b>Enquiries:</b>	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> Questions should be sent no later than 5.00PM AEDT on 17 March 2020
<b>Date guidelines released:</b>	28 February 2020
<b>Type of grant opportunity:</b>	Closed non-competitive

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# 1. Seniors Connected Phone Support Activity processes

**The Seniors Connected program is designed to achieve Australian government objectives.**

This grant opportunity is part of the above grant program which contributes to the Department of Social Services' Outcome 2, 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 2017 \(CGRGs\)](#).



**The grant opportunity opens**

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



**You complete and submit a grant application**

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.



**We assess all grant applications**

We assess the applications against eligibility criteria and notify you if you are not eligible. If you are eligible, we then assess your eligible application against the assessment criteria including an overall consideration of value with money.



**We make grant recommendations**

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



**Grant decisions are made**

The decision maker, the Deputy Secretary, decides whether the application is successful.



**We notify you of the outcome**

We advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



**We enter into a grant agreement**

We enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and is proportionate 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 the Seniors Connected - Phone Support Activity**

We evaluate your specific grant activity and the Seniors Connected - Phone Support Activity as a whole. We base this on information you provide us and that we collect from various sources.

## 1.1 Introduction

These guidelines contain information for the Seniors Connected - Phone Support Activity grant.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity
- the eligibility and assessment criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by the Community Grants Hub on behalf of the Department of Social Services (the department or DSS).

## 2. About the grant program

Seniors Connected is a sub-activity of the Strong and Resilient Communities (SARC) Activity, which sits under Outcome 2.1, Families and Communities. The objective of Outcome 2.1 is to strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

The aim of SARC is to build strong resilient cohesive and harmonious communities to make sure individuals, families and communities have the opportunity to thrive, be free from intolerance and discrimination, and can respond to emerging needs and challenges.

The intent of Seniors Connected is to address loneliness and social isolation experienced by Australians aged 55 years and over. The aim is to support their mental health by providing a national phone line to alleviate loneliness and social isolation to improve their quality of life helping them to continue to live independently.

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

### 2.1 About the Seniors Connected - Phone Support Activity grant opportunity

Seniors Connected will run from 2019-20 to 2022-23. The Australian Government announced a total budget allocation for Seniors Connected of \$10 million (GST exclusive) as part of the May 2019 election commitment.

Two grant opportunities are to be supported: this activity, a national phone support service; and the expansion of village hub services. The village hub grant opportunity will be funded under a separate process.

The Seniors Connected - Phone Support Activity aims to alleviate feelings of loneliness and social isolation amongst Australians aged 55 years and over.

The objectives of the grant opportunity are to:

- alleviate loneliness amongst older Australians
- alleviate social isolation amongst older Australians.

The intended outcomes of the grant opportunity are:

- increased satisfaction for callers that they are better able to deal with issues of loneliness and social isolation
- increased access to information and knowledge for callers to alleviate social isolation
- a reduction in the negative impact of the immediate crisis for callers.

The grant recipient will be required to:

- respond effectively to 60,000 calls a year; and
- achieve a client satisfaction rating of greater than 85%.

### 3. Grant amount and grant period

#### 3.1 Grants available

The Australian Government has announced a total of \$10 million (GST exclusive) over four years for Seniors Connected. For the Phone Support Activity, \$4.5 million (GST exclusive) is available over four years. The grant opportunity will run from 2019-20 to 2022-23.

- The minimum grant amount is \$20,000 (GST exclusive).
- The maximum grant amount is \$4.5 million (GST exclusive).

#### 3.2 Grant period

The maximum grant period is four years.

You must spend the funding within the grant activity period, which commences on execution of the agreement and concludes on 30 June 2023.

### 4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. The department considers that this is an appropriate type of selection process considering the nature of the grant is specifically dependent on a grant agreement with a single applicant, Friends for Good Incorporated (Friends for Good).

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

To be eligible to receive a grant, you must be a listed organisation and have received an invitation to apply through GrantConnect.

Funding for the invited applicant will be made available for phone support services outside normal business hours and on the weekends.

Invited Organisation	Service Delivery Area	Funding (GST exclusive)				
		2019-20	2020-21	2021-22	2022-23	TOTAL
Friends for Good Incorporated	National	\$1.1m	\$1.1m	\$1.1m	\$1.2m	\$4.5M

No further organisations will be invited to apply.

## 4.2 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 your organisation is not listed as an eligible invited organisation at Section 4.1.

# 5. What the grant money can be used for

## 5.1 Eligible grant activities

To be eligible your grant activity must:

- have eligible activities that directly relate to the Phone Support Activity and must include:
  - a national phone support service for older Australians aged 55 years and over
  - training for volunteers for the phone line
  - promotion and advertising directly related to phone support for older Australians
  - evaluation.

## 5.2 Eligible locations

Your grant can include activities at different locations, as long as they are all in Australia.

## 5.3 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred on eligible grant activities.

Eligible expenditure items are:

- staff salaries and on-costs which can be directly attributed to the provision of the grant program
- 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 grant program, as per the grant agreement, such as:
  - telephones
  - rent and outgoings

- computer/ IT/website/software
- insurance
- utilities
- postage
- stationery and printing
- accounting and auditing
- travel/accommodation costs
- assets as defined in the terms and conditions that can be reasonably attributed to meeting agreement deliverables.

You must incur the expenditure on your Phone Support Activity between the start date and end or completion date for your grant activity for it to be eligible.

#### **5.4 What the grant money cannot be used for**

You cannot use the grant for:

- phone support for Australians aged 54 or under
- 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
- major construction/capital works
- overseas travel
- 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.

## **6. The assessment criteria**

You must address all of the following assessment criteria in the application. All criteria are equally weighted.

The application form includes character limits – up to 6,000 characters (approximately 900 words) per criterion. The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.



### **Criterion 1 –**

Provide details of your proposed service delivery model for the Phone Support Activity.

Your response should:

- Provide a detailed plan of your proposed service delivery model, including: how you plan to manage the project; key project management personnel and their role; and key milestones.
- Provide details of arrangements that you have made, or plan to make in relation to securing premises. Include information about insurance and lease agreements with organisations whose premises you will operate from.

### **Criterion 2 –**

Describe the governance and administrative structures that will be used to support the activity.

Your response should:

- Provide details of your governance structures, including the Board structure and the relevant industry skills, qualifications and experience of the Board members.
- Provide details of the administrative structures that will support the activity, including:
  - financial management
  - business continuity planning
  - human resource management processes and procedures, including safe workplace practices for volunteers, insurance, and any relevant travel arrangements for your volunteers.
- Identify the key risks and issues of the activity, as well as any mitigation measures that you have established (e.g. risk mitigation regarding the loss of key personnel).

### **Criterion 3 –**

Describe your plans for stakeholder engagement.

Your response should:

- Describe in detail how you will recruit, train and retain volunteers, including plans for ongoing supervision and any relevant skills or qualifications they will receive.
- Describe how you will promote awareness of the Seniors Connected - Phone Support Activity to older Australians.
- Describe how you will monitor that promotion activities are reaching the target group.

### **Criterion 4 –**

Outline the evaluation and monitoring methods that you will use for the activity.

Your response should:

- Describe the evaluation activities that you will use and explain how this will monitor the activity's success against the project outcomes.
- Describe the reporting processes you will use to gather data for reporting purposes.

## Criterion 5 –

Demonstrate your organisation’s technical ability to deliver the expanded phone support service.

Your response should:

- Demonstrate how your information and communication technology (ICT) systems will manage the expansion of the phone support service, including the capacity to manage and triage a high volume of calls, call surges, and system backup and fail systems.
- Describe how your ICT system has the ability to meet Commonwealth data collection and activity reporting requirements used to validate the achievement of objectives and outcomes.

## 7. How to apply

Before applying, you must read and understand these guidelines, the terms and conditions, sample grant agreement, and the questions and answers document.

These documents are found on the [GrantConnect](#) website. Any changes to grant documentation are published and addenda<sup>1</sup> will be published on GrantConnect and only accessible by invitees. GrantConnect is the authoritative source for grants information.

Only invitees can access these documents and the application form.

You can only submit one application form for this grant opportunity. If more than one application is submitted, the latest accepted application form will progress.

To apply, you must:

- complete the online application form on [GrantConnect](#)
- provide all the information requested
- address all eligibility criteria
- include all necessary attachments
- submit your application to the Community Grants Hub by 11.00PM AEDT on 24 March 2020.

We will not provide application forms or accept applications for this grant opportunity by fax or mail.

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application online, have any technical difficulties or find an error in your application after submission, but before the closing date and time, you should contact the Community Grants Hub immediately on 1800 020 283 (option 1) or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub does not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

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<sup>1</sup> Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications and questions and answers documents.

You should keep a copy of your application and any supporting documents submitted.

You will receive an automated notification acknowledging the receipt of your application.

## 7.1 Attachments to the application

The following supporting document should be attached to your application. A template is provided for your use with the grant opportunity documents as specified:

- Activity budget - mandatory template provided
- Financial Statements – mandatory.

If a mandatory template is not used, your application will be considered non-compliant and will not proceed to assessment.

You must attach supporting documentation according to the instructions provided within the application form. 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.

## 7.2 Timing of grant opportunity processes

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

### Late applications

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

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

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

### How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub. 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.

The late application request form and instructions for how to submit it can be found on the [Community Grants Hub website](#).

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<sup>2</sup> 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.

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<sup>2</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 determined, the Community Grants Hub will advise the applicant if their request has been accepted or declined.

### Expected timing for this grant opportunity

If you are successful, you will be expected to be able to commence your grant activity around June 2020.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Applications open	28 February 2020
Applications close	24 March 2020
Assessment of applications	Up to 4 weeks
Approval of outcomes of selection process	Up to 4 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Earliest start date of grant activity	June 2020
End date of grant activity	30 June 2023

## 7.3 Questions during the application process

Only invited applicants' questions will be answered during the application submission period. For questions or support, please contact the Community Grants Hub on 1800 020 283 (option 1) or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The Community Grants Hub will respond to emailed questions within five working days. Answers to questions are posted on [GrantConnect](#).

The question period will close at 5:00PM AEDT on 17 March 2020. Following this time, only questions about using and/or submitting the application form will be answered.

## 8. The grant selection process

### 8.1 Assessment of grant applications

We will review 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 department has identified suitable organisations and has invited them to apply.

If eligible, the department will then assess your application against the assessment criteria (see Section 6). We will consider your application on its merits, based on:

- how well it meets the criteria; and
- whether it provides value with relevant money including:
  - the overall objectives to be achieved in providing the grant
  - the extent to which the geographic location of proposed service delivery matches identified priorities
  - the extent to which the evidence in the application demonstrates that it will contribute to meeting program objectives

- how the grant activities will address the needs of priority individuals and groups.

## **8.2 Financial viability**

Applicants may be subject to a financial viability assessment. The financial viability assessment forms part of the risk mitigation strategy and can include:

- establishing whether relevant persons have any adverse business history (for example current or past bankruptcy)
- assessment of the financial health of an entity.

## **8.3 Who will approve grants?**

The Deputy Secretary of the department (the decision maker) decides which grants to approve based on the recommendations of the assessors and the availability of grant funds for the purposes of the grant program.

The decision maker's decision is final, including the:

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

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

# **9. Notification of application outcomes**

We will write to you about the outcome of your application. If you are successful, you are advised of any specific conditions attached to the grant.

## **9.1 Feedback on your application**

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

# **10. Successful grant applications**

## **10.1 The grant agreement**

You must enter into a legally binding grant agreement with the Commonwealth. We will offer successful applicants a Commonwealth Standard Grant Agreement for this grant opportunity.

Each agreement has general/standard grant conditions that cannot be changed. Sample grant agreements are available on GrantConnect as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

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 must not start any SARC activities until a grant agreement is executed.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These are identified in the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

## Commonwealth Standard Grant Agreement

We will use a Commonwealth Standard Grant Agreement.

You will have twenty (20) business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

### 10.2 How we pay the grant

The grant agreement will state the:

- activity requirements
- maximum grant amount to be paid
- the payment amount and milestones
- performance indicators
- financial acquittal requirements.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

We will make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity.

### 10.3 Grants payments and GST

Payments will be GST exclusive. If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

## 11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the [CGRGs](#).

## 12. How we monitor your grant activity

### 12.1 Keeping us informed

You should let us know if anything is likely to affect your grant activities or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details
- key personnel and/or decision makers.

If you become aware of a breach of the terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your grant and provide an opportunity for the Minister or their representative to attend.

### 12.2 Reporting

Seniors Connected - Phone Support Activity grant recipients must have systems in place 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 collected by service providers at the client level and put directly into the department's performance reporting solution, the Data Exchange.

The performance information reported through the Data Exchange includes:

- client identity characteristics (e.g. given and family names, date of birth, gender and residential address)
- client demographic characteristics (e.g. Indigenous status, cultural and linguistic diversity, and disability status, impairment or condition)
- service delivery information (e.g. 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 [Data Exchange website](#).

You must submit reports in line with the grant agreement. We will provide sample templates for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress against agreed grant activity milestones and outcomes
- expenditure of the grant.

The amount of detail you provide in your reports should be relative to the size, complexity and grant amount.

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

### **Progress reports**

Progress reports must:

- include evidence of your progress towards completion of agreed activities and outcomes
- show the total eligible expenditure incurred to date
- include evidence of expenditure
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

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

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

### **Ad-hoc reports**

We may ask you for ad-hoc reports on your grant. This may be to provide an update on progress, or any significant delays or difficulties in completing the grant activity.

### **Final report**

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

Final reports must:

- identify if and how outcomes have been achieved
- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred
- be submitted by the due date and in the format provided in the grant agreement.

## **12.3 Non-audited financial acquittal report**

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

## **12.4 Grant agreement variations**

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Arrangement Manager, Community Grants Hub.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.



## **12.5 Compliance visits**

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

## **12.6 Record keeping**

We may also inspect the records you are required to keep under the grant agreement.

All grant recipients who receive Phone Support Activity funding are required to record and maintain information supporting the details they provide on their application and their use and expenditure of grant funds.

This information must be made available upon request from the Department of Social Services. It may be required for the purposes of acquittal of funds and/or departmental or external audit or evaluation of the Seniors Connected program.

The information required will depend on the components of the grant, but may include:

- an Equipment Register for all telephone equipment purchases funded under the grant
- a Travel Log for all travel expenses claimed and funded under the grant
- invoices, receipts or other information for any office consumables
- if salary assistance is provided, evidence of who has been paid, the number of hours worked and in respect of what activities
- any additional information outlined in the grant agreement.

## **12.7 Evaluation**

We will evaluate the grant opportunity to see how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to one year after you finish your grant for more information to assist with this evaluation.

## **12.8 Acknowledgement**

If you make a public statement about a grant activity funded under the program, we require you to acknowledge the grant by using the following:

‘The Seniors Connected - Phone Support Activity received grant funding from the Australian Government.’

## **13. Probity**

The Australian Government will make sure that the grant opportunity 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.

These guidelines may be changed by the department. When this happens, the revised guidelines are published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

## 13.1 Enquiries and feedback

### Complaints about this grant opportunity

The [department's complaints procedure](#) applies to complaints about this grant opportunity. All complaints about this grant opportunity, including grant decisions, must be made in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

### Complaints about the selection process

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

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the [online complaints form](#) on the [Department of Social Services](#) website, or contact the department's complaints line.

Phone: 1800 634 035

Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

### Complaints to the Ombudsman

If you do not agree with the way the Community Grants Hub or the department 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 Community Grants Hub or the department.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## 13.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if the 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
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/grant opportunity.

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 think there is an actual, apparent, or perceived conflict of interest, you must inform the department 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](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Community Grants Hub](#) website.

### **13.3 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.

### **13.4 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:

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.

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.

### **13.5 Freedom of information**

All documents that the Australian Government has, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act gives people the ability to get information held by the Australian Government and its organisations. Under the FOI Act, people can ask for documents the Australian Government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

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

By mail: Freedom of Information Team  
Government and Executive Services Branch  
Department of Social Services (DSS)  
GPO Box 9820  
Canberra ACT 2601

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

## 14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the <a href="#">Public Governance, Performance and Accountability Act 2013</a> .
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.
commencement date	the expected start date for the grant activity.
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.
<a href="#">Commonwealth Grants Rules and Guidelines (CGRGs) 2017</a>	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
completion date	the expected date that the grant activity must be completed and the grant spent by.
date of effect	can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	the person who makes a decision to award a grant.
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
Funding Arrangement Manager	the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	<p>for the purposes of the CGRGs, 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"> <li>a. under which relevant money<sup>3</sup> or other <a href="#">Consolidated Revenue Fund (CRF)</a> money<sup>4</sup> is to be paid to a grantee other than the Commonwealth</li> <li>b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake.
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant.
<a href="#">GrantConnect</a>	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	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single Portfolio Budget Statement Program.
grantee	the individual/organisation which has been selected to receive a grant.
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.

<sup>3</sup> Relevant money is defined in the PGPA Act. See section 8, Dictionary.

<sup>4</sup> Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
value with money	<p>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 the:</p> <ul style="list-style-type: none"> <li>▪ quality of the project proposal and activities</li> <li>▪ fit for purpose of the proposal in contributing to government objectives</li> <li>▪ absence of a grant is likely to prevent the grantee and government's outcomes being achieved</li> <li>▪ potential grantee's relevant experience and performance history.</li> </ul>