



Individual Placement and Support (IPS) program Grant Opportunity Guidelines

Opening date:	21 December 2020
Closing date and time:	11:00 PM AEDT on 27 January 2021
Commonwealth policy entity:	Department of Social Services
Administering entities:	Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: support@communitygrants.gov.au Questions should be sent no later than 5:00 PM AEDT on 20 January 2020
Date guidelines released:	21 December 2020
Type of grant opportunity:	Closed non-competitive

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1. Individual Placement and Support (IPS) processes

Program objectives

This grant opportunity is part of the above grant program which contributes to the Department of Social Services' Outcome 3.1 Disability Mental Health and Carers program: Community Mental Health. The Department of Social Services (the department) 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 each application.



Grant decisions are made

The decision maker decides which applications are 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 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 the IPS program

We evaluate your specific grant activity and the IPS program 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 Individual Placement and Support (IPS) program grants.

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 Department of Social Services (the department) and Community Grants Hub.

2. About the grant program

The IPS program grant opportunity contributes to Outcome 3.1: Disability Mental Health and Carers program: Community Mental Health activity of the department's Portfolio Budget Statement (PBS).

The Disability Mental Health and Carers program provides support and community-based initiatives for people with disability or mental illness and for carers so they can develop their capabilities and actively participate in community and economic life.

The IPS program integrates employment and vocational support with clinical mental health and non-vocational support, and focuses on the individual needs of people with mental illness who are seeking to enter or remain in education or employment.

The objectives of the IPS program are:

- Deliver the IPS model of vocational assistance to young people with mental illness up to the age of 25 within the selected headspace sites. Additional detail regarding vocational assistance can be found in section 4.3 of the IPS Operational Guidelines – October 2020.
- Provide specialist vocational assistance that adheres to the 8 core IPS practice principles. These can be located in the IPS Operational Guidelines – October 2020 at Attachment A.

The intended outcome of the program is:

- Through early intervention, the program assists young people with mental illness aged up to 25 years, to achieve and maintain sustainable participation in vocational education and competitive employment by:
 - achieving 4, 12 and 26 week employment placements, recognising a 26 week placement as a sustainable employment outcome
 - improving the health and wellbeing of participants
 - establishing networks and partnerships with key local stakeholders

- maintaining a best practice caseload of 20 young people at any time per vocational specialist
- improving financial wellbeing of participants, with a reduced reliance on government welfare benefits.

The department and Community Grants Hub administers the IPS program according to the [CGRGs](#).

3. Grant amount and grant period

This grant opportunity has a total of \$21.97 million (GST exclusive) available. Funding is available for up to 4 years (2020–21 to 2023–24) from May 2021 to 30 June 2024.

An amount of up to \$260,000 (GST exclusive) per year (pro rata) is available for each IPS program site.

Service delivery for this grant opportunity will commence from the date the grant agreement is executed, expected in May 2021.

Funding must only be used for the purpose for which it will be provided.

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 as the nature of the grant activity is specifically dependent on the delivery of services through headspace organisations in areas of identified need across Australia. All 26 invited organisations are independent sites that provide community mental health services and have met headspace National's licensing and accreditation requirements.

4.1 Who is eligible to apply for a grant?

To be eligible you must be one of the listed invited organisations and have received an invitation to apply through [GrantConnect](#).

The list of eligible applicants were determined based on their proven experience, reputation and expertise in delivering mental health services to vulnerable young people under the age of 25.

The findings from the 2019 IPS trial evaluation indicated headspace is a suitable and effective environment to deliver IPS services. Headspace centres have the capacity and capability to set up IPS services that are accessible to a wide range of clients, in a short timeframe. Headspace also has a national presence with almost 120 centres across Australia. Headspace centres have been delivering the IPS program across 24 sites and have achieved positive vocational and educational outcomes for young people with mental illness.

Your organisation must deliver IPS services in the Statistical Area 3 (SA3) listed below. Further information on SA3 geographical areas can be found [here](#).

Invited organisation	State	Service delivery area (SA3)	Funding (GST exclusive)				
			2020-21	2021-22	2022-23	2023-24	TOTAL
Orygen	Vic	Wyndham	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Barwon Child Youth and Family	Vic	Geelong	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
EACH	Vic	Dandenong	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Orygen	Vic	Melton-Bacchus Marsh	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
EACH	Vic	Knox	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Ballarat Community Health	Vic	Ballarat	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Brophy Family & Youth Services	Vic	Warrnambool	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
LiveBetter Community Services	Qld	Rockhampton	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Northern Australia Primary Health Limited	Qld	Mackay	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Stride	Qld	Ipswich Inner	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Youturn	Qld	Caboolture	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Hunter Primary Care Limited	NSW	Newcastle	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
RichmondPRA Limited	NSW	Bankstown	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
New Horizons	NSW	Strathfield-Burwood-Ashfield	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Grand Pacific Health Limited	NSW	Wollongong	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Relationships Australia Canberra & Region Inc	NSW	Wagga Wagga	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Centacare New England North West	NSW	Tamworth-Gunnedah	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Black Swans Health Ltd	WA	Joondalup	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Relationships Australia (Western Australia) Inc	WA	Bunbury	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Youth Focus Inc	WA	Mid West	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Hope Community Services	WA	Goldfields	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000

Adelaide Northern Division of General Practice Ltd	SA	Onkaparinga	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Country and Outback Health	SA	Eyre Peninsula and South Coast West	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Murray Mallee General Practice Network	SA	Murray and Mallee	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Central Australian Aboriginal Congress	NT	Alice Springs	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
Grand Pacific Health Limited	ACT	Tuggeranong	\$65,000	\$260,000	\$260,000	\$260,000	\$845,000
TOTAL:			\$1,690,000	\$6,760,000	\$6,760,000	\$6,760,000	\$21,970,000

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 in section 4.1 of the Grant Opportunity Guidelines.

5. What the grant money can be used for

5.1 Eligible grant activities

For your grant activity to be eligible, you must:

- Comply with the IPS Operational Guidelines – October 2020.
- Develop a model of service delivery that is aligned with the 8 core IPS Practice Principles (refer to Attachment A of the attached IPS Operational Guidelines – October 2020).
- Employ a high level of flexibility and innovation to ensure the service design is responsive to individual need while at the same time allowing for robust evaluation of the IPS approach.
- Work co-operatively with the Fidelity Reviewer (refer to Section 4.6 Monitoring and Evaluation of the IPS Operational Guidelines – October 2020) and/or program manager (where applicable).
- Ensure data collection and reporting to the department is timely and of a high standard.
- Ensure the vocational specialist works closely with each participant's existing clinical support team to:
 - coordinate services to ensure roles are complementary and not duplicated
 - ensure the clinical team is aware of the participant's goals and plans
 - gather clinical input for the participant's employment or education/training plan
 - make appropriate referrals.

- Ensure participants are given specialist vocational assistance to obtain employment or training/education outcomes, including:
 - job coaching, application assistance, interview techniques
 - assistance to navigate mental health and community support services
 - assistance to use services and Centrelink systems, including accompanying participants and advocating for them at appointments and assessments.
- Ensure vocational specialists will liaise with employers and education/training providers to:
 - create real opportunities that align with the participant's goals
 - provide on the job support to assist the participant to maintain their placement
 - provide support to employers and educators/trainers and participants if circumstances change, such as if the person has an episode of their mental illness.

5.2 Eligible locations

Your grant activities must be delivered in the service delivery area listed in section 4.1 of the Grant Opportunity Guidelines.

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 IPS program in the identified sites as per the grant agreement
- employee training for paid and unpaid staff, and committee and board members that is relevant, appropriate and in line with the delivery of the IPS program
- engaging people or organisations with relevant expertise to ensure organisational capacity to deliver services (that is, measurement of fidelity, research and evaluation, as appropriate)
- operating and administration expenses directly related to the delivery of services such as:
 - materials and equipment directly relating to service delivery
 - marketing of services, including electronic promotion of services
 - telephones
 - rent and outgoings
 - computer/IT/website/software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - travel/accommodation costs
 - assets as defined in Condition 21. Definitions in the Grant Agreement Terms and Conditions, that can be reasonably attributed to meeting agreement deliverables.

5.4 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
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

6. Assessment criteria

You must address all of the following assessment criteria in the Service Delivery Plan application. All criteria have equal weighting.

The application form includes character limits – up to 3,500 characters (approx. 500 words) per criterion. The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.

Criterion 1: Implementation of proposal (3,500 characters)

Describe how the implementation of your proposal will achieve the objectives and outcomes in Section 2 for all stakeholders.

Your response should include:

- Information about how you can work effectively with Disability Employment Services (DES) and jobactive providers.
- How you can develop strong relationships with employers to ensure IPS participants can get and keep a job.

Criterion 2: Experience in service delivery (3,500 characters)

Demonstrate your experience in effectively developing, delivering, managing and monitoring activities to achieve objectives and outcomes for all stakeholders.

Your response should outline your:

- Experience in delivering Government funded services, demonstrating sound governance and effective financial management.
- Ability to work effectively with the departments contracted IPS fidelity provider and the IPS program manager.

7. How to apply

Before applying, you must read and understand these Grant Opportunity Guidelines, the terms and conditions, sample Grant Agreement, Questions and Answers, and the IPS Operational Guidelines – October 2020.

These documents are found on the [GrantConnect](#) website. Any changes to grant documentation are published and addenda¹ will be published on [GrantConnect](#) and only accessible by invitees. [GrantConnect](#) is the authoritative source for grants information.

Only invitees can access these documents including the application form.

¹ 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 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 and assessment criteria.
- Complete all required templates.
- Include all necessary attachments.
- Submit your application to the Community Grants Hub by 11:00 PM AEDT on 27 January 2021.

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 Act 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 or email support@communitygrants.gov.au. The department 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 the nature of your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

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

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

7.1 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 via support@communitygrants.gov.au.

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

Written requests to lodge a late application will only be accepted within 3 days after the grant opportunity has closed.

The decision maker or their appointed representative will determine whether a late application will be accepted. The decision of the decision maker will be final and not be subject to a review or appeals process.

Once the outcome is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

Expected timing for this grant opportunity

If you are successful, you will be expected to start your grant activity around May 2021.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	May 2021
End date of grant activity	30 June 2024

7.2 Questions during the application process

If you have any questions during the application period, contact the Community Grants Hub on 1800 020 283 (option 1) or email support@communitygrants.gov.au. Only invited applicants' questions will be responded to during the application submission period.

The Community Grants Hub will respond to emailed questions within 5 working days. Answers to questions are posted on [GrantConnect](#).

The question period will close at 5:00 PM AEDT on 20 January 2021. 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

The Community Grants Hub 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.

If eligible, the department will then assess your application against the assessment criteria (see section 6 of the Grant Opportunity Guidelines). We will consider your application on its merits, based on how well it meets the assessment criteria.

When assessing the extent to which the application represents value with relevant money, the department will have regard to:

- the overall objective/s to be achieved in providing the grant
- extent to which the geographic location of the application matches identified priorities
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives
- how the grant activities will target groups or individuals.

8.2 Who will assess and select applications?

The department assessment team will assess each application against the eligibility criteria and rate applications as eligible and not eligible for funding. The assessment team uses fully trained staff for consistent assessment of all applications.

The department uses this information to help them develop recommendations on applications to be awarded a grant.

8.3 Who will approve grants?

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

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

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

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 Simple 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 IPS program 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 Simple Grant Agreement

We will use a Commonwealth Simple 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.

You may request changes to the grant agreement. However, we will review any changes to make sure they do not affect the grant as approved by the decision maker.

10.2 Commonwealth Child Safe Framework

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

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

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

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

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

10.3 Multicultural access and equity

The Australian Government's Multicultural Access and Equity Policy obliges Australian Government agencies to ensure their policies, programs and services – including those provided by contractors and service delivery partners – are accessible to, and deliver equitable outcomes for, people from Culturally and Linguistically Diverse (CALD) backgrounds.

Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into grant applications.

10.4 How we pay the grant

The grant agreement will state the maximum grant amount to be paid.

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.

10.5 Grant payments and GST

Payments will be GST inclusive. 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.

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

Grantees must have systems in place to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (for example, client characteristics and service delivery information) needs to be collected by grantees 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 (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 2 standardised 6 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](#).

For this activity, participation in the 'partnership approach' is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances.

You must submit reports in line with the grant agreement. We will expect you to report on:

- financial acquittal (12 months)
- Activity Work Plan (12 months)
- data as required through DEX.

The amount of detail you provide in your reports should be relative to the size and complexity of the grant and the 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 or request an independent audit of claims and payments.

12.3 Financial declaration and audited financial acquittal report

We may ask you to provide a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money. We may ask you to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement.

12.4 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.

12.5 Record keeping

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

12.6 Evaluation

We will evaluate the IPS program 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.

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

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.

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 complaints form 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 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
Website: 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* (the Act) 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 3 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 the 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
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013 (PGPA Act) .
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
assessment criteria	are 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 grant opportunity, to determine application rankings.
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.
Commonwealth Grants Rules and Guidelines (CGRGs)	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.
co-sponsoring entity	when 2 or more entities are responsible for the policy and the appropriation for outcomes associated with it.
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	is 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> <ol style="list-style-type: none"> a. under which relevant money² or other Consolidated Revenue Fund (CRF) money³ 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/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.
GrantConnect	is the Australian Government’s whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs .
grantee	the individual/organisation which has been selected to receive a grant.
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 closed, 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 [entity] Portfolio Budget Statement (PBS) program.
Portfolio Budget Statement (PBS) program	described within the entity’s 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.

² Relevant money is defined in the PGPA Act. See section 8, Dictionary.

³ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

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	<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"> ▪ 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.