



Veteran and Community Grants 2020-21

Questions and Answers

1. When can I apply and what is the closing time and date for applications?

For the Veteran and Community Grants Program 2020-21 grant opportunity, applicants will be able to apply from 3 November 2020 to 11.00 PM AEDT on 29 January 2021.

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?

Applications submitted from 3 November 2020 to 11.00 PM AEDT on 29 January 2021 will be accepted. Extensions for applications submitted after 11.00 PM AEDT on 29 January 2021 will only be considered in exceptional circumstances, as outlined in section 7.3 of the Veteran and Community Grant (V&CG) Grant Opportunity Guidelines.

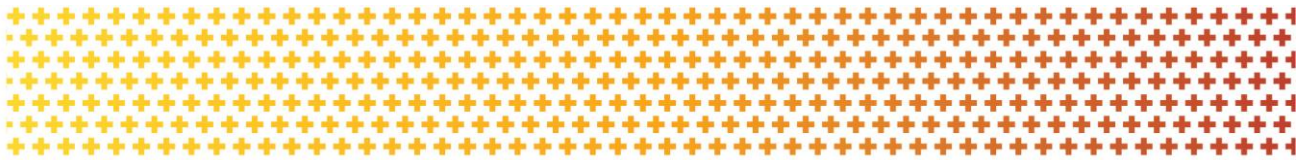
Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub.

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

3. Has the Veteran and Community Grants Program changed from previous funding rounds?

Yes, the Veteran and Community Grants Program has changed in a number of key areas including:

- Eligibility is now limited to Ex-Service Organisations (ESOs), or non-ESOs working in partnership or consortium arrangement with an ESO, to ensure a strong understanding of and connection to the veteran community. See section 4.1 of the Grant Opportunity Guidelines.
- The guidelines on eligible and ineligible expenditure have changed from previous funding rounds with a new emphasis on practical smaller projects. See section 5 of the Grant Opportunity Guidelines.
- The program will consist of one funding opportunity (rather than the previous four batches) to reduce administrative burden and support earlier release of project funding. See section 7 of the Grant Opportunity Guidelines.



- The program is now competitive, meaning that applications will be assessed against the criteria, and then ranked against other applications (previously applications were considered through an open non-competitive grant process and assessed against the assessment criteria only). See section 8 of the Grant Opportunity Guidelines.
- The grant opportunity will consider applications under two grant categories: Small Grants (up to a maximum of \$20,000 per grant) or Large Grants (from \$20,001 to a maximum of \$150,000).
- You may only apply for one grant (one Small Grant application or one Large Grant application), to maximise the number of organisations and communities benefiting from the program.

4. What are the objective and intended outcomes of the Veteran and Community Grants Program?

The objective of the program is to maintain and improve the independence and quality of life for members of the Australian veteran community by providing funding for projects that sustain or enhance health and wellbeing.

The intended outcomes of the program are to deliver projects that:

- are sustainable and have an ongoing benefit for members of the Australian veteran community
- increase opportunities for members of the Australian veteran community to engage in social and community activities and/or improve health behaviours and support healthy places.

5. Who can apply for the Veteran and Community Grants Program?

To satisfy eligibility requirements, applicants to the Veteran and Community Grants Program 2020-21 **must be**:

EITHER:

- an Ex-Service Organisation (ESO)

OR

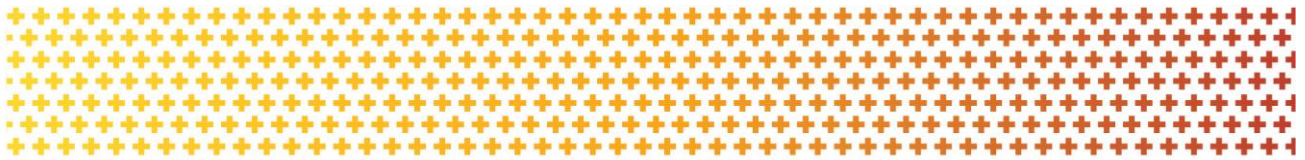
- a non-ESO (an organisation external to the ESO community) operating as a Trustee on behalf of a Trust that includes an ESO

OR

- a non-ESO in a partnership or consortia arrangement with at least one ESO

AND

- one of the legal entity types listed in section 4.1.2 of the Grant Opportunity Guidelines
- incorporated.



Applicants that satisfy the above eligibility criteria are eligible to apply for either a Small or Large Grant.

6. What is the definition of an Ex-Service Organisation (ESO)?

For the purposes of the V&CG Program, an ESO is considered to be an organisation which:

- has direct links to the ex-service community
- has membership consisting primarily of veterans, past and present members of the Australian Defence Force (ADF) and/or their dependants
- is established primarily to provide pensions, advocacy and/or welfare assistance to veterans, past and present members of the ADF and/or their dependants
- does not charge any fee for acting on behalf of the veterans, past and present members of the ADF and/or their dependants in the provision of claims or welfare services
- has objectives that aim to benefit the welfare of its members
- is incorporated.

7. How can I check or verify my legal entity status?

The [Community Grants Hub website](#) provides tools to assist in verifying legal entity status. To maintain a fair and equitable process for all applicants, the Community Grants Hub is unable to provide assistance in, or undertake on behalf of an applicant, the determination if an applicant's legal entity status meets the eligibility requirements. Applicants are required to self-determine their organisation's legal entity's eligibility in reference to the grant's eligibility requirements.

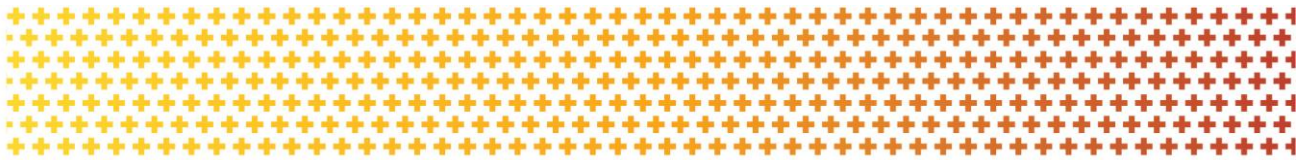
8. Are there any COVID-19 considerations I need to make for my application?

Some members of the veteran community may be particularly vulnerable to COVID-19. For this reason, applicants should carefully consider the activities that funding is being sought for, to ensure that they can be safely delivered, including adhering to COVID-19 social distancing or other public health measures.

Australian Government information and advice for limiting the spread of COVID-19 is available on the [Department of Health website](#).

Successful projects will need to comply with the relevant social distancing or other public health measures in place at the time the activity is delivered (this includes national, state and/or local government requirements).

You are strongly encouraged to adapt proposed activities in your application to allow for social distancing and ensure the safety of participants, for example by undertaking virtual (online) activities rather than face-to-face events.



Your application should include information about how your proposed activity will comply with COVID-19 requirements. This is particularly important for activities that place participants in close physical proximity, such as bus trips, or group activities and social events in confined spaces.

9. What can I use the Veteran and Community grant for?

Funding must be used to deliver projects that meet the objective and intended outcomes of the V&CG Program.

Under this grant opportunity, practical projects and activities that support safe, accessible environments for veterans and their families to enable social connection and positive engagement to improve wellbeing are encouraged. This includes small-scale non-capital infrastructure projects. Examples include:

- improvements to support safe and accessible environments – for example, purchase of a defibrillator, repair/replace heating and cooling, repair/replace electrical wiring, building modifications (ramps, wider doorways etc.) to improve accessibility
- purchase of minor tools and equipment – for example, wood-working/art/craft tools, tools for Men's Sheds
- activities to increase social connectedness and reduce social isolation – for example, classes to learn a new skill or hobby, online book club etc.
- promoting and enhancing healthy lifestyles, particularly physical activity and mental wellbeing – for example, exercise classes, yoga or meditation sessions, cooking classes, development of a community garden
- building repairs and maintenance – for example, small-scale kitchen refurbishments
- addressing gaps in local services for the veteran community consistent with the program guidelines.

See section 5.2 of the Grant Opportunity Guidelines for eligible expenditure. **Please note:** the guidelines on eligible and ineligible expenditure have changed from previous funding rounds with a new emphasis on practical smaller projects.

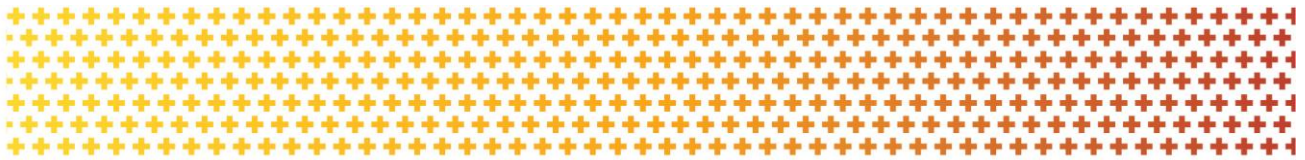
10. How much funding is available for this program?

There is \$2,407,000 (GST exclusive) available for the 2020-21 financial year.

11. How much funding can I apply for?

The grant opportunity will consider applications under two grant categories: Small Grants (up to a maximum of \$20,000 per grant) or Large Grants (from \$20,001 to a maximum of \$150,000).

You may only apply for one grant per stream per funding opportunity (one Small Grant application, or one Large Grant application), to maximise the number of organisations and communities benefiting from the program.



Small Grants

Small Grants of up to \$20,000 are available for local, community-based projects and activities. These grants are for practical projects and activities that support safe, accessible environments for veterans and their families to enable social connection and positive engagement to improve wellbeing. The vast majority of grants offered under the 2020-21 grant opportunity will be for Small Grants.

Large Grants

At the discretion of the decision maker, a small number of Large Grants of up to \$150,000 are available for projects that deliver wellbeing support services and activities of broad-scale benefit to the veteran community.

Partial funding

Both Small and Large Grants may be used to partially fund projects, where the applicant has, or intends to seek, funding from other sources.

If there are insufficient funds under the grant opportunity to fully fund your application, it may be considered for partial funding. If you do not wish to be considered for partial funding, please mark the appropriate box on the application form.

12. Are there specific locations where my project must be delivered?

No, as long as your project is conducted within Australia. Consideration will be given to geographic distribution of funds when awarding grants, to take into account the distribution of veterans across Australia and those communities most in need.

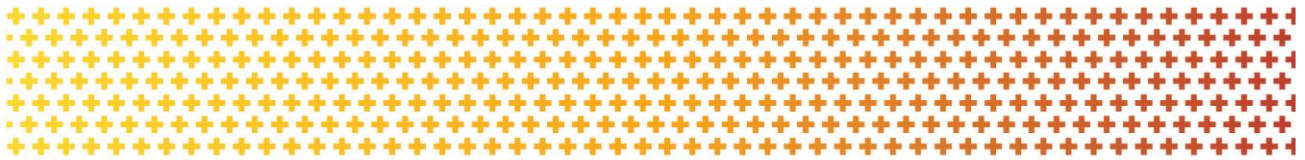
13. Can I seek reimbursement for projects that have already been paid for prior to submission of an application?

We are not responsible for any expenditure incurred until a grant agreement is executed. If your application is unsuccessful, we are not responsible for any expenditure incurred.

14. Is the funding on-going?

No. Funding is for discrete projects or activities. The maximum grant period is generally one year after the start date of the grant agreement.

If your project or activity is expected to continue past the grant period you must include information about how you will sustain the activity in future.



15. How can I show that a project or activity is sustainable?

There is a variety of information you can provide to show that your activity or project is sustainable beyond the grant period. For example, you may like to include information about:

- how your local community, including volunteers, intends to continue to support or participate in the activity
- education products or training developed by the project, that will continue to benefit veterans and their families after the grant period
- future financial or in-kind contributions expected from organisation members, activity participants and/or other sources
- future events and/or activities that will continue to support beneficiaries of the project or activity
- the capacity of your organisation to fund the ongoing project after initial establishment costs have been met.

16. What does 'business-as-usual' mean?

Veteran and Community Grants funding cannot support activities or expenses that are 'business as usual'.

Costs associated with general ongoing administration of an organisation such as electricity, phone, rent, consumables, maintenance and repairs, and employee costs, are all examples of 'business as usual' costs. Only administration costs that are integral and specific to the project alone may be eligible.

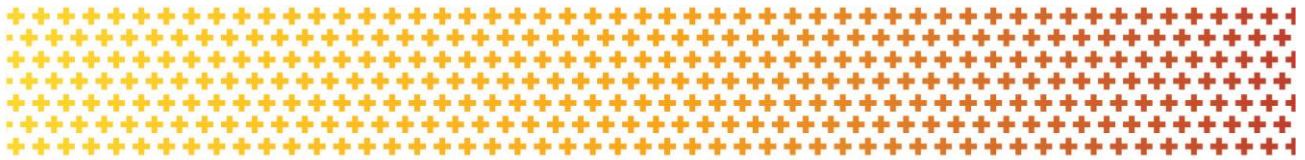
For example

'Business as usual' costs

If a commercial fitness centre proposes to offer a course specifically for veterans or their families, their application would need to provide more information to explain how the proposed project is not part of their 'usual business'. Any additional information provided must address the particular activity involved.

For the example given above, appropriate additional information might include:

- how the idea of the veteran specific course came about
- how it is specific to the veteran community
- whether the request came from the veteran community
- if the idea was developed in collaboration with the veteran community
- whether veterans identified the reasons the course was needed
- how many veterans have committed to participate in the course.



17. What is 'value for money'?

For the purpose of this grant round, 'value for money' is defined as a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.

When administering a grant opportunity, the relevant financial and non-financial costs and benefits of each proposal should be considered, including but not limited to:

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

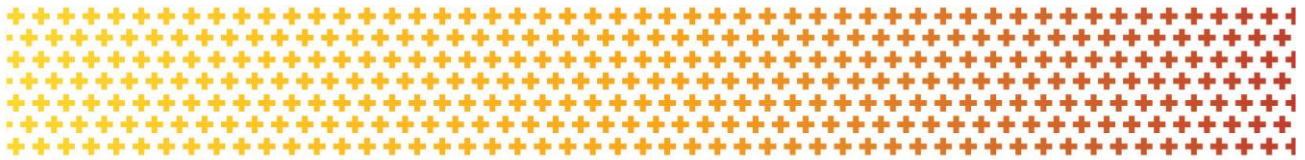
18. What staff salaries and on-costs are eligible for funding?

The salary of a project officer, or equivalent, which can be directly attributed to the provision of the project may be eligible for funding.

A project officer is mainly responsible for the planning, development and coordination of activities related to specified project(s). This role would be responsible for the development of project plans and policies and the review and evaluation of project(s). It would also likely be expected to report to governance structures with oversight of the project(s) (for example, management boards). They may also contribute to implementing or delivering project activities, however this is not expected to be the main function of a project officer. Project officer costs must directly relate to the project described in your application.

Funding for a project officer will be considered for a 12 month period to establish a project and to coordinate delivery of its associated program of activities.

Under the circumstances described above, eligible project officer expenditure may include salary and travel allowance costs (for example, mileage, meals and accommodation). Mileage is to be calculated using the current DVA rate of treatment travel. This information is available on [DVA's website](#).



19. 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 Veteran and Community Grants 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 Australian Taxation Office (ATO) website for more information.

For example

Your organisation is registered for GST

You are applying for equipment and furnishings in your Veteran and Community Grants application.

The cost of your equipment and furnishings is \$1,000 plus \$100.00 GST.

The total cost is \$1,100 (GST inclusive).

- You will enter \$1,000 in your Veteran and Community Grants application.
- If your application is successful you will receive a grant for your equipment and furnishings 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 and furnishings. More information about how to claim input tax credits is available on the [ATO website](#).

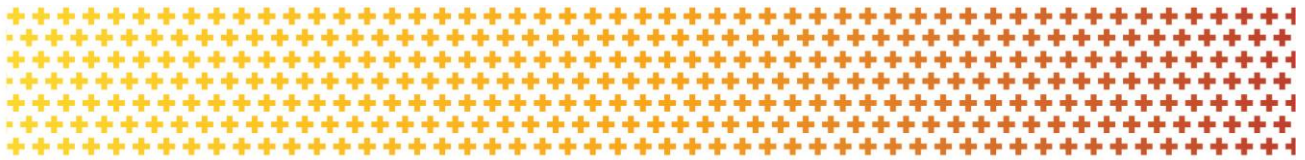
Your organisation is NOT registered for GST

You are applying for equipment and furnishings in your Veteran and Community Grants application.

The cost of your equipment and furnishings is \$1,000 plus \$100.00 GST.

The total cost is \$1,100 (GST inclusive).

- You will enter \$1,100 in your Veteran and Community Grants application.
- If your application is successful you will receive a grant for your equipment and furnishings for \$1,100.



20. 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.

21. Can I apply for multiple projects? For example, can I submit two applications for two different projects in two different states? If so, could I be successful in both?

You may only apply for one grant (Small or Large) to maximise the number of organisations and communities benefiting from the program.

If more than one application is submitted, the latest accepted application received will be assessed. The earlier application(s) will be deemed ineligible and will not be considered for funding.

Each application will be assessed on its individual merits against the eligibility and assessment criteria.

22. 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.

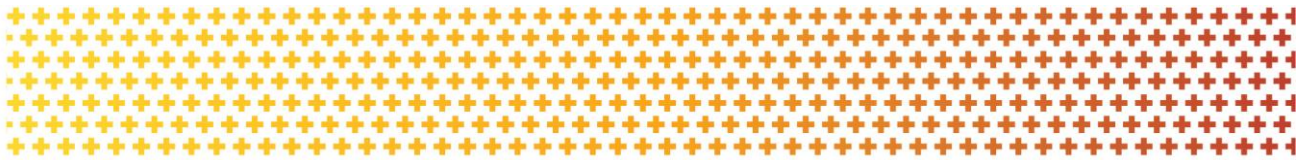
23. Completing the grant application

You should read this document, the Grant Opportunity Guidelines, the sample grant agreement and the terms and conditions carefully before you commence your application.

When framing your grant application you must consider the objectives of the program and clearly specify the target group and project outcomes. The project must address an identified need within the veteran community and you should be able to demonstrate how you identified this need. Other considerations are the contribution by your organisation and the project's value for money (see question 17 above).

Please note that a lack of information in your application may impact its overall assessment. However, the information you do include must be succinct and directly related to the project.

Please see section 8 of the Grant Opportunity Guidelines for further information on how grants are assessed.



24. 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.

25. Do word limits apply to the application form?

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

When addressing the assessment criteria:

- Applications for Large Grants (up to \$150,000) should provide detailed responses [up to 2,000 characters (approx. 300 words)].
- Applications for Small Grants (up to \$20,000) can provide more succinct responses [up to 1,000 characters (approx. 150 words)].

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

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

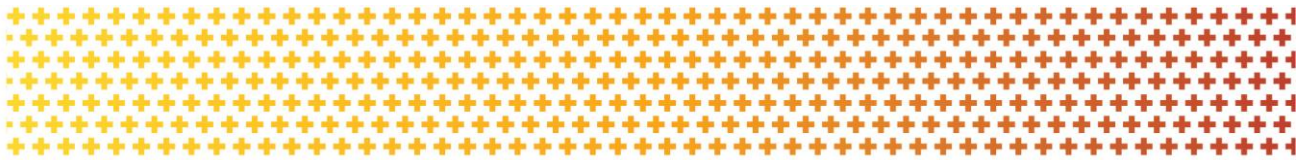
The Community Grants Hub and DVA can only provide general information and advice on completing your application. To maintain the fairness and integrity of the application process, applicants cannot be offered individual support or help with their applications.

27. 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 (option 1) or TTY 1800 555 677.

28. 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](#).



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

DVA has responsibility for:

- policy of its grants programs
- ensuring the work of the Hub meets DVA's quality standards
- assessing grant applications
- briefing the Minister for Veterans' Affairs (the decision maker) on recommended grants
- responding to any grants correspondence.

30. 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 DVA Grants Advisory Committee and the availability of grant funds for the purposes of the grant program.

31. 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.

32. 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.

33. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au.

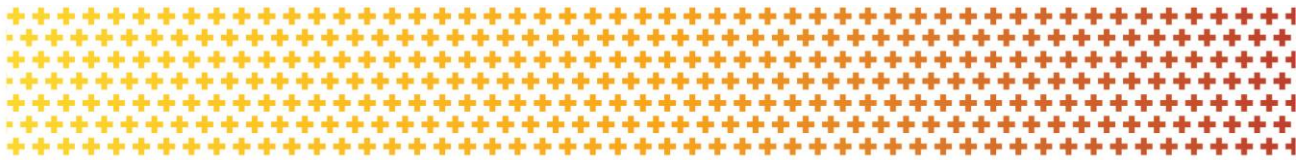
More information about this grant can be found in the Grant Opportunity Guidelines. If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 (option 1) or email to support@communitygrants.gov.au.

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

Questions and Answers added on 8 December 2020

34. What is the current availability of DVA data for veteran social connectedness in NSW that can be used to fulfil Criterion 1, and how does DVA measure social connectedness? The National Action Plan (under Objective 4.2) does not yet have any data-based KPIs, and I am keen to understand DVA's desired approach.

Applicants may wish to review publicly available research to support their responses to the assessment criteria, and may also undertake local-level activities such as surveys or other ways of receiving feedback from veterans and their families, to more directly understand the



needs of the local target community and/or the types of activities that may wish to participate in. One of the resources that applicants may find useful is the [Veteran Mental Health and Wellbeing Strategy and National Action Plan 2020-2023](#). Over the course of the Strategy, DVA will seek to establish a baseline of outcome measures to monitor, evaluate and measure the mental health and wellbeing outcomes of veterans and their families.

We draw the attention of applicants to the emphasis placed in the Grant Opportunity Guidelines on “*practical projects and activities*.”

35. What is the best practice in the development of social connectedness programs? I have reviewed resources online and was wondering if DVA has additional guidance on social connectedness best practice to inform the development of grant proposals.

DVA is unable to provide specific guidance on best practice regarding the development of social connectedness programs in this context. Given the breadth of projects that may be undertaken as part of the V&CG program, applicants are best placed to define best practice in context of the specific needs identified in their proposal.

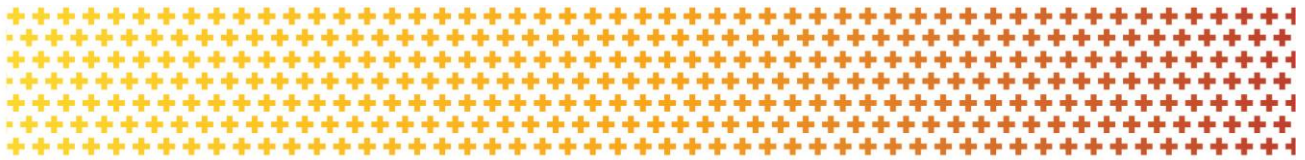
36. Would our organisation be able to access the Veteran White Card database and use DVA digital channels to market its proposed social connectedness program?

Under the Australian Privacy Principles (APP), DVA cannot use or disclose clients' personal or sensitive information for marketing purposes. Principle 7 requires that there is consent from clients in order to use or disclose their information for marketing purposes and Principle 6 does not allow the disclosure of client information for this secondary purpose without the clients' consent.

Third-parties are encouraged to use their own social media channels to promote their content and programs to ensure it is targeted at their followers.

In general, organisations are not able to use DVA digital channels to market their programs. DVA staff, policies, and programs are required to be apolitical, impartial and professional. Favouring one organisation over another is in breach of the APS Code of Conduct, APS Values and other DVA policies that we are bound to. As such, DVA is not able to promote initiatives of private organisations on request on its social media channels. At DVA's discretion, it may use its social media channels to promote DVA-funded initiatives on a range of topics, including veteran wellbeing, support services and information on policy updates.

Any requests from successful grant recipients will be considered on a case-by-case basis. Grant applicants are encouraged to ensure that grant proposals do not solely rely on the use of DVA digital channels.



Question and Answer added on 19 January 2021

37. Can the grant directly support an individual within the veteran community or is the funding meant for community projects that will benefit numerous veterans? For example, 'repairs of roofs' is listed in section 5.2 of the Grant Opportunity Guidelines. Would this include a roof in an individual veteran's home?

DVA offers a range of grant programs to provide assistance to veterans and their families. Unfortunately, under the current guidelines for these programs, individuals are not eligible to apply for DVA grants. The V&CG program does include assistance for eligible building works that are integral to a project that meets these outcomes, however, funding cannot be used to support an individual or for the repair or maintenance of an individual's home.

The V&CG program aims to maintain and improve the independence and quality of life of members of the veteran community by providing financial assistance for activities, services and projects that sustain and/or enhance health and wellbeing. The intended outcomes of this program are to:

- deliver projects that are sustainable, financially viable and have an ongoing benefit for members of the Australian veteran community
- deliver projects that increase opportunities for members of the Australian veteran community, associated with social activity and community participation and/or improve health behaviours and support healthy places.

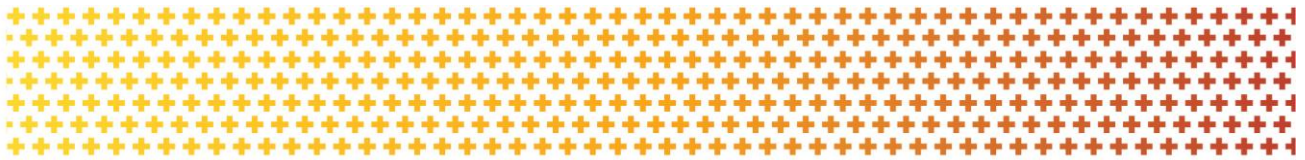
Please review the V&CG Grant Opportunity Guidelines carefully, which are available through the [Community Grants Hub website](#), before you apply for a grant. Note that Guidelines are subject to regular review and may change for future rounds.

You may also be interested in other DVA programs which provide some financial assistance to veterans and their families. The Veterans' Home Care and the Household Services and Attendant Care programs are 2 such programs.

The Veterans' Home Care (VHC) program provides a small amount of practical help around the home to assist entitled persons to live independently. It is not designed to meet complex or high-level care needs.

The VHC program's services include domestic assistance, personal care, respite care and safety-related home and garden maintenance. Entitled persons contribute to the cost of VHC services by paying a small co-payment, with the exception of respite care.

Entitled persons must be assessed prior to services being approved. You can call a VHC Assessment Agency directly on 1300 550 450 to discuss eligibility and request an assessment for VHC services.



The Household Services and Attendant Care program can be provided because of a service-related injury or condition. Services may include help with cleaning around the home, lawn mowing, gardening and meal preparation in some instances.

To access Household Services and Attendant Care veterans must have an accepted condition under the *Military Rehabilitation and Compensation Act 2004* (MRCA) or the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA) and have an assessed need.

Veterans are required to complete the relevant claim forms on the DVA website [here](#) and [here](#) and return them to DVA. DVA will determine eligibility, assess your needs and determine the level of support you can access. Once approved, you will be responsible for choosing a suitable provider, confirm the provider has appropriate insurance coverage and arrange suitable times for service delivery.

More information on these services can be found on the DVA website [here](#) and [here](#).