



Family Relationships Services Program: International Parental Child Abduction (IPCA) Legal and Social Support Services Grant Opportunity Guidelines

Opening date:	1 April 2021
Closing date and time:	9:00 PM AEST on 12 April 2021
Commonwealth policy entity:	Attorney-General's Department
Administering entity:	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 AEST on 7 April 2021
Date guidelines released:	1 April 2021
Type of grant opportunity:	Closed non-competitive

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1. Family Relationship Services Program: IPCA Legal and Social Support Services grant opportunity

The **Family Relationship Services Program: IPCA Legal and Social Support Services** grant is designed to achieve a national legal and social support service for families affected by international parental child abduction.

This grant opportunity is part of Program 1.5 Family Relationships, which contributes to the Attorney-General's Department Outcome 1 – A just and secure society through the maintenance and improvement of Australia's law, justice, security and integrity frameworks. The Attorney-General's Department works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).



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 (First Assistant Secretary) decides if your application is successful.



We notify you of the outcome

We advise you of the outcome of your application.



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 Family Relationships Services Program: IPCA Legal and Social Support Services grant opportunity

We evaluate your specific grant activity and the IPCA Legal and Social Support Services 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 International Parental Child Abduction (IPCA) Legal and Social Support Services grant opportunity.

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 Attorney-General's Department (the department).

2. About the grant program

This single grant opportunity contributes to the department's Portfolio Budget Statements 2020–21 Outcome 1 – A just and secure society through the maintenance and improvement of Australia's law, justice, security and integrity frameworks. It also supports the 2019–23 Corporate Plan Strategic Priority 1 – Legal – Manage legal risk by overseeing, advising on and coordinating significant legal policy issues, in particular, constitutional, cross-jurisdictional and international matters, and Strategic Priority 5 – Justice – Improve the family law system.

IPCA Legal and Social Support Services

The purpose of the IPCA Legal and Social Support Services grant opportunity is to manage and deliver a national legal and social support service for families affected by international parental child abduction. The provision of the grant aligns with the Family Relationship Services Program (FRSP) objective 1.5, which is to improve the well-being of Australian families, particularly families with children, who are at risk of separating or who have separated. Further, the FRSP Guidelines state that the Family Law System projects component of the program enables the provision of funding to support a range of projects that build on and support the capacity of the family law. Additionally, the provision of funding to International Social Services Australia (ISS Australia) for the national legal and support service also ensures that the Australian Government sufficiently meets its obligations under the Hague Convention.

IPCA Legal and Social Support Services objectives and outcomes

The objectives of the program are to provide:

- legal assistance to left-behind parents, or caregivers who hold rights of custody or access, in Australia to prepare and lodge applications for the return of the children from, or access to children in, a Hague Convention country (other than Australia) or for assistance under the Bilateral Agreements with Egypt and Lebanon in relation to a child located outside of Australia
- social work support, including information, referrals and counselling, to families affected by international parental child abduction, whether involving a Hague Convention country or not.

The intended outcomes of the program are to ensure:

- assistance is provided to left-behind parents, or caregivers who hold rights of custody or access, in Australia to initiate lawful action to secure the return of the children to Australia, or to secure access to children living outside of Australia, through the Hague Convention process or through the processes under the Bilateral Agreements
- left-behind parents, or caregivers who hold rights of custody or access, in Australia, are referred to a range of other appropriate services related to international parental child abduction
- people affected by international parental child abduction are provided with free information, advice and referrals about measures to reduce the risk of children being removed from Australia without consent and circulate public information about the legal avenues available to secure the return of abducted children to Australia and to secure access to children living overseas
- people affected by international child abduction are provided with practical and emotional support from qualified professionals and facilitate referrals to local support services including counselling, domestic violence services, men's services, community legal centres and other family law services.

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

3. Grant amount and grant period

3.1 Grants available

The Australian Government has approved in principle funding of up to a total of \$2.8 million GST exclusive over 3 years for the provision of a national legal and social support service for families affected by international parental child abduction, commencing 1 July 2021. For this grant opportunity, up to \$923,345 GST exclusive is available annually over 3 years from 2021–22 to 2023–24.

3.2 Grant period

The grant will run from 1 July 2021 to 30 June 2024. The maximum initial grant period is 3 years. There may be a potential extension to the grant agreement following the grant period. Eligibility criteria

4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. The department considers this the most appropriate type of selection process given the organisation invited to apply has successfully provided the required services. The department believes the current grantee is best placed to provide support to those engaging with legal and social support service for families affected by international parental child abduction.

4.1 Who is eligible to apply for a grant?

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

The invited organisation was selected based on the demonstrated expertise and experience of ISS Australia ABN 1200 450 8641.

The department recently tested the market for service providers for the 2018 IPCA Legal and Social Support Services grant opportunity. ISS Australia was selected as the successful applicant following the competitive grant selection process. ISS Australia has demonstrated to the department that it has developed niche expertise in the field of international parental child abduction and has a well-established record of providing high quality legal and social support services to Australian families.

The number of service providers in this field is very limited; as was demonstrated in 2018, when only 3 applicants applied for the 3-year grant. ISS Australia has performed extremely well during the term of the current grant agreement and has used the 3-year period of funding to enhance their service delivery and client interface, including excellent upgrades to their website information.

Further funding will enable ISS Australia to retain staff and continue to develop and improve their service by allowing longer-term planning. This funding will also allow ISS Australia to identify, track and report on emerging trends related to international parental child abduction. This information will be valuable to the department to inform future policy development and case management.

Funding provided as grants under this FRSP will only be provided to recipients who have an ABN/ACN.

Invited organisation	Service delivery area	Funding (GST exclusive)			
		2021–22	2022–23	2023–24	TOTAL
International Social Services Australia ABN 1200 450 8641	Australia-wide	\$923,345	\$923,345	\$923,345	\$2,770,035

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.

4.3 What qualifications, skills or checks are required?

All personnel working on the grant activity must maintain the appropriate qualifications required to perform the tasks of the grant activity and have the following relevant skills or qualifications:

- Legal practitioners must be admitted to practice in relevant jurisdictions with relevant experience in Australian Family Law. Appropriate professional indemnity insurance must also be obtained, with a copy of the certificate of currency provided to the department upon request.
- Social support staff must have appropriate qualifications in social work, psychology, counselling or other related disciplines. Appropriate professional indemnity insurance must also be obtained, with a copy of the certificate of currency provided to the department upon request.
- All staff working on the grant activity must also have obtained the relevant working with vulnerable people registrations, including the appropriate police checks. The grantee must also provide confirmation in writing annually to the department by 30 September in each year of the grant activity that all staff have obtained and maintained the required registrations and checks and that they are current, including the provision of a copy of the certificate of currency for professional indemnity insurance. Such registrations and checks must be kept current for the duration of the grant activity.

5. What the grant money can be used for

Important: applications should only be submitted for activities that can be safely undertaken in accordance with COVID-19 social distancing or other public health measures.

5.1 Eligible grant activities

To be eligible, your grant activity must relate to the provision of a national legal and social support service to families experiencing international family law issues, including international parental child abduction.

Eligible grant activities are noted in Appendix A.

5.2 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred on eligible grant activities, with the proposed grant activities noted in Appendix A.

Eligible expenditure items may also include:

- wages and other employment costs of staff incurred when they work on the eligible grant activities
- staff recruitment costs
- office accommodation
- insurances
- audit costs
- communication material costs
- service infrastructure and equipment costs
- service promotion and networking costs

- professional development costs
- office overhead costs
- conflict of interests cases
- management costs.

You must incur the expenditure on your grant activities between the start date and end or completion date for your grant agreement for it to be eligible.

5.3 What the grant money cannot be used for

You cannot use the grant for:

- purchase of land
- major capital expenditure
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- 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 detailed in the Service Delivery Plan application. A word limit of 500 words per criterion applies. The criteria are equally weighted.

Criterion 1 – Details of your project

Describe the project in detail, how it will be delivered and the intended outcomes for all stakeholders.

In responding to this criterion, you should include:

- a description and objectives of the project, including how it will be implemented, delivered and promoted
- details about who will benefit and the intended outcomes
- how your project represents value with money.

Criterion 2 – Organisational capacity

Demonstrate your organisation's capability to successfully deliver the project to the target community/communities on time and within budget.

In responding to this criterion, you should include:

- a description of your organisation's prior experience in delivering similar projects
- details about your organisation's capability to meet reporting and performance requirements.

7. How to apply

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

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 the invited organisation. By registering on this website, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

Only the invited organisation can access these documents.

The organisation listed in section 4.1 is invited to submit a Service Delivery Plan application using the individualised form that was emailed to you. If you have not received the Service Delivery Plan application in your invitation email, please contact 1800 020 283 (option 1) or email support@communitygrants.gov.au before the application closing date.

To apply, you must:

- complete the Service Delivery Plan application
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments
- submit your application to the Community Grants Hub by 9:00 PM AEST on 12 April 2021.

Once you have completed the Service Delivery Plan application, you must email it and all required attachments to support@communitygrants.gov.au.

Please include **2020-4698 – IPCA Legal and Social Support Services** in the subject line of your email response. Please keep a copy of your Service Delivery Plan application and any supporting documents submitted.

You must make sure that your Service Delivery Plan application is complete and accurate and submitted in accordance with these guidelines. 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, 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. 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.

¹ Addenda can include changes to existing grant opportunity documentation and/or publishing additional documents. Changes include but are not limited to corrections to currently published documents, changes to close times for applications and system outage notices.

7.1 Attachments to the application

All of the following documents must be attached to your application for it to be considered compliant and for it to proceed to assessment. Templates are provided for your use with the grant opportunity documents as specified:

- Budget Template – mandatory template provided.

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

The Delegate or their appointed representative² 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.

Expected timing for this grant opportunity

If you are successful, you will be expected to be able to commence your grant activity around July 2021.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Application period	Open: 1 April 2021 Close: 9:00 PM AEST on 12 April 2021
Assessment of applications	Within 1 week from the closing date
Approval of outcomes of selection process	Within 2 weeks from the closing date
Negotiations and award of grant agreements	Within 4 weeks from the closing date
Earliest start date of grant activity	1 July 2021
End date of grant activity	30 June 2024

7.3 Questions during the application process

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

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

² This may be the Attorney-General's Department Delegate or nominated staff member at the EL2 level or above.

The question period will close at 5:00 PM AEST on 7 April 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

Only the application from the invited organisation listed in section 4.1 will be reviewed against the eligibility criteria and then considered through a closed non-competitive grant process.

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

- how well it meets the criteria
- whether it provides value with relevant money³.

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
- the relative value of the grant sought
- the 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.

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

8.3 Who will assess applications?

Assessors are Commonwealth staff who will undertake training to ensure consistent assessment of all applications. Assessors will assess whether the application represents value with money and make final recommendations to the decision maker. Any expert/advisor, who is not a Commonwealth Official, will be required/expected to perform their duties in accordance with the CGRGs.

Assessors may seek additional information about you or your application, which may delay completion of the selection process. This may be done from within the Commonwealth, even if the sources are not nominated by you as referees. Assessors may also consider information about you or your application that is available through the normal course of business.

8.4 Who will approve grants?

The First Assistant Secretary, Internal Division (the decision maker) decides whether to approve the grant based on the recommendations of the assessment committee and the availability of grant funds for the purposes of the grant program.

³ See glossary for an explanation of 'value with money'.

The First Assistant Secretary's decision is final, including the:

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

9. Notification of application outcomes

We will advise you about the outcome of your application in writing. If you are successful, we will advise you 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 the successful applicant a Commonwealth Standard Grant Agreement for this grant opportunity.

The agreement has general/standard grant conditions that cannot be changed. A sample grant agreement is available on GrantConnect as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

We may manage the grant agreement through our Grant Recipient Portal. Accepting the agreement through the Grant Recipient Portal is the equivalent of signing a grant agreement. After you have accepted it, we will execute the agreement. Execute means both you and the Commonwealth have entered into the grant agreement. We will notify you when this happens and a copy of the executed agreement will be available through the portal. The agreement will not become binding until it is executed.

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 10 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
- 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.

10.5 Grants 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

You must submit reports in line with 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.

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
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

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

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 Financial declaration

We will ask you to provide a financial declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

Unspent funding must be returned to the department.

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 at the 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.

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.

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 [Client Service Charter](#) apply to complaints about this grant opportunity. The department will reply to complaints about the program. 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 first be sent to the department at australiancentralauthority@ag.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 of Social Services' Complaints line.

Phone: 1800 634 035

Email: 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
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.

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian Government may also use and give out information about grant applicants and grant recipients 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 with other Commonwealth entities for purposes including government administration, research or service delivery, according to Australian laws.

As part of your application, you 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 department 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 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

14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013 .
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	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 money⁴ or other Consolidated Revenue Fund (CRF) money⁵ 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	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 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 [entity] Portfolio Budget Statement program.
Portfolio Budget Statement (PBS) program	described within the entity's Portfolio Budget Statement , 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.

⁴ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁵ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
selection advisory panel	provides strategic oversight, advice and recommendations to the decision maker on assessed applications from the program specific, service provider composition and service location perspectives.
selection criteria	comprise eligibility criteria and assessment criteria.
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.

Appendix A. Proposed grant activities

1. The Grantee will manage and delivery a National Legal Assistance Service to assist people affected by international parental child abduction.
2. The National Legal Assistance Service will contain the following elements, listed in order of relative importance from highest to lowest:
 - a. Legal assistance to left-behind parents, or caregivers who hold rights of custody or rights of access, in Australia making applications for the return of, or access to, children under the 1980 *Hague Convention on the Civil Aspects of International Child Abduction* (the Hague Convention). The grantee will assist left-behind parents, or caregivers who hold rights of custody or rights of access, in Australia by:
 - i. providing information about the Hague Convention and the requirements for preparing and lodging an application in accordance with the Hague Convention
 - ii. providing assistance, information and legal advice in drafting and finalising an application form, including the provision of a statement about the legal position relating to the applicant's rights of custody, and affidavit of fact in support of a Hague Convention application (as per the Family Law (Child Abduction Convention) Regulations 1986) and assistance to obtain and organise any other documents required in support of the Hague Convention application, including any amendments required to such affidavits (amended or supplementary affidavits) and any initial third party affidavits considered critical to the facts of the matter and attached to the Hague Convention application prior to lodgement
 - iii. lodging completed Hague Applications, on behalf of the applicant parent, with the Australian Central Authority
 - iv. providing assistance in drafting and finalising of affidavits in reply, as required, for outgoing Hague Convention matters
 - v. providing assistance in drafting and finalising any third party affidavits and/or supplementary affidavits required in support of the application after lodgement of the application with the Australian Central Authority
 - vi. providing information about, and referral to, a range of other services related to International parental child abduction
 - vii. referring applicants to alternative legal services for the provision of the above listed services and support at no charge to the applicant parent/caregiver, where the grantee is not able to provide the funded service to an applicant parent/caregiver, for example, in circumstances where there is a conflict of interest.

- b. Legal assistance to parents, located in Australia in making applications under the Bilateral Agreements in relation to children located overseas. The grantee will assist parents in Australia by:
 - i. providing information about the Bilateral Agreements and the requirements for preparing and lodging an application in accordance with the Bilateral Agreements
 - ii. providing assistance, information and legal advice in completing an application form under one of the Bilateral Agreements and assistance to obtain and organise any other documents required in support of the application
 - iii. lodging a completed application, on behalf of the applicant parent, under the Bilateral Agreements with the International Family Law Section
 - iv. providing information about, and referral to, a range of other services related to international parental child abduction
 - v. referring applicants to, and meeting the cost of, alternative legal services to provide the above listed services and support at no charge to the applicant parent, where the grantee is not able to provide the funded service to that applicant parent, for example in circumstances where there is a conflict of interest.
 - c. Provision of free information, advice and referral to people affected by international parental child abduction, including information and advice about:
 - i. measures to reduce the risk of children being removed from Australia without consent
 - ii. the legal avenues available to secure access to children living overseas
 - iii. the legal avenues available to secure the return of children wrongfully removed from Australia or retained overseas
 - iv. other services related to international parental child abduction
 - v. referring callers to, and meeting the cost of, the provision of alternative information and advice at no charge to the caller, where the grantee is not able to provide the funded service to that caller, for example in circumstances where there is a conflict of interest.
3. The National Legal Assistance Service will be delivered Australia-wide through the extensive use of telephone, email, fax, and video-conferencing facilities, in addition to direct face-to-face assistance with clients as appropriate.
4. The Grantee will also manage and deliver a National Social Work Support Service to help people affected by International Parental Child Abduction.

5. The National Social Support Service will provide, listed in order of relative importance from highest to lowest:
 - a. information, advice, support and counselling for parents, children and extended family members affected by international parental child abduction, and for professionals and agencies seeking assistance
 - b. practical and emotional support to left-behind parents/caregivers and parents/caregivers who have wrongfully removed or retained their children, or who might do so
 - c. facilitated referrals to local support services including counselling, domestic violence services, men's services, community legal centres and other family law services
 - d. where possible, support to both taking and left-behind parents/caregivers to facilitate inter-country contact between parents and children across international borders
 - e. preparation for, and support during, the challenging post-return period.
6. The National Social Support Service will:
 - a. where possible and with assistance from relevant support services, mediate solutions using mediation based approaches, particularly in disputes about a child's residence, parenting arrangements, contact or visitation arrangements, return of a child after an abduction/retention or in order to prevent abduction
 - b. open international communication channels through relevant and appropriate networks
 - c. provide practical and emotional support in order to reduce hostility between parents, to focus on the needs of the children and to help families prepare for mediation.