



Families and Communities Program 2021 Volunteer Grants Grant Opportunity Guidelines

Opening date:	20 May 2021
Closing date and time:	9:00 PM AEST on 9 June 2021
Commonwealth policy entity:	Department of Social Services
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 2 June 2021
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1 Families and Communities Program: 2021 Volunteer Grants: process

The Families and Communities Program is designed to achieve Australian Government objectives.

This grant opportunity is part of the Families and Communities program that contributes to the Department of Social Services Outcome 2.

The Department of Social Services works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines](#).



Expressions of Interest are sought

Federal Members of Parliament (MPs) will consult their local community and seek Expressions of Interest from eligible organisations.

The nomination period opens

Federal MPs will establish a community committee or consult with an existing committee to assist them in identifying potential projects and organisations that strengthen community functioning by increasing participation in volunteering. Committees will make determinations, MPs will then nominate endorsed projects/organisations.



The grant opportunity opens

The Community Grants Hub will invite nominated organisations to submit an application online. We publish the grant guidelines and other relevant applicant information on [Community Grants Hub](#) and [GrantConnect](#).



Invited applicants complete and submit a grant application



We assess all grant applications

We assess the applications for completeness and against the eligibility and selection criteria.



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 taking into consideration the proper use of public moneys.



Notification of the outcome

Your MP will advise you of the outcome of your application and we will then provide written confirmation.



We enter into a grant agreement (Letter of Agreement)

A Letter of Agreement will be provided to successful applicants.



Delivery of grant

You undertake the grant activity as set out in your Letter of Agreement. We administer the grant by working with you, monitoring your progress and making payments.



Evaluation of the 2021 Volunteer Grant round

We evaluate the specific grant activity of the 2021 Volunteer Grants round, and of the Volunteer Grants Activity as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Introduction

These guidelines contain information about the 2021 Volunteer Grants round.

You must read these guidelines before completing an application.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and selection 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 grant opportunity.

We have defined key terms used in the guidelines in the Glossary at section 14.

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

2 About the grant program

The Volunteer Grants Activity is an element of the Families and Communities Program, which aims to strengthen relationships, support families, improve wellbeing of children and young people, reduce the cost of family breakdown and strengthen family and community functioning.

The objectives of Volunteer Grants are to:

- help community organisations to support the efforts of Australia's volunteers
- help community organisations to support the inclusion of vulnerable people through volunteering
- encourage, support and increase participation in volunteering.

The intended outcome of the activity is to strengthen community functioning by increasing participation in volunteering.

2.1 Community consultation and the role of Members of Parliament

Volunteer Grants support the work of local community organisations by enabling the inclusion of vulnerable people and promoting awareness to increase participation in volunteering.

Many community organisations have found that the coronavirus pandemic has significantly affected their access to volunteers. This grant opportunity will help organisations reinvigorate volunteering in their communities by promoting the benefits and opportunities within their organisations.

Expressions of Interest (EOIs) will open with your local Federal Member of Parliament (MP) in March 2021.

To ensure that community needs are a key focus, each MP will call for EOIs and **must** consult with a new or existing community committee, such as those used in the Stronger Communities Program (administered by the Department of Infrastructure, Transport, Regional Development and Communications) to identify local volunteer needs and consider potential applicants in their electorate. The committee must develop a priority list of organisations that address those needs. To be eligible for nomination, the organisation must be a legal entity (see section 4.2).

The community committee must determine whether an organisation is a legal entity during the consideration of the EOI, and if not, advise the organisation who submitted the EOI to source a suitable organisation to auspice them. This information must be provided to the committee so that the entity agreeing to auspice the ineligible party can be nominated.

MPs will then nominate eligible organisations from the priority list and **endorse the level of funding** to be applied for, in accordance with the recommendations of the committee. Nominations **must** be submitted to the Community Grants Hub **by 2:00 PM AEST 29 April 2021** for up to a total of \$132,450 per electorate and include the basis for each nomination.

MPs, through their committee, may also develop a 'reserve list' of additional organisations that could be invited to apply in circumstances where one or more of the nominated organisations on the priority list does not apply, or where additional funds become available.

Any reserve nominations must also be submitted during the nomination open period and will be invited to apply should additional funds become available. The department will consult with the relevant MP to confirm which organisations to invite dependant on the amount of additional funds available.

Organisations that have been nominated from the reserve list may be invited to apply outside of the specified application period. Where this occurs, they will be given **5 business days** from receipt of invitation by the Community Grants Hub to return the completed application form.

Only organisations nominated by their Federal MP will be invited to submit an application by the closing date.

Part funding of an application may occur in order to fully exhaust the funding cap available in each electorate.

In the event an electorate submits nominations totalling more than the allocation of \$132,450, the Community Grants Hub will consider applications for that electorate in the order received until the allocation is exhausted and any additional applications received will form the reserve list for that electorate.

Community organisations that do not participate in this EOI process will not be able to apply for a Volunteer Grant. MPs will notify applicants of the outcomes of this EOI process.

The nomination period may be extended due to exceptional circumstances such as pandemics and natural disasters. All other extension requests will be considered on a case-by-case basis.

Nomination and endorsement by your Federal MP and community committee and subsequent invitation to apply for a Volunteer Grant does not guarantee that your application will be successful.

3 Grant amount and grant period

\$20 million (GST exclusive) is available in 2021 for this grant opportunity. Funding of up to \$132,450 (GST exclusive) is available in each of the 151 federal electorates.

3.1 Grants available

Grants of between \$1,000 and \$5,000 are available to eligible not-for-profit community organisations. This funding is to be used to:

- purchase eligible small equipment items for use by volunteers
- contribute to volunteers' fuel costs
- contribute to transport costs for volunteers with disability who are unable to drive

- assist with the cost of training courses for volunteers
- undertake background screening checks for volunteers
- conduct activities to promote awareness of, and increase participating in volunteering opportunities
- adapting practices to support volunteers' safety in the current pandemic environment.

The Activity must be undertaken in accordance with the terms and conditions of the grant.

3.2 Grant period

You must spend the grant funding within the 2021 Volunteer Grants activity period, which commences on execution of the agreement and concludes on 31 December 2022.

You must incur the expenditure on your grant between the start date and the end date in your grant agreement for the expenditure to be eligible.

Grant extensions

If it is likely that your organisation will not be able to spend the grant monies within the grant period, you must seek an extension before the expiry of the grant period on 31 December 2022. This may occur, for example, when an item has been ordered and there has been unavoidable delivery delays. Extension requests must be submitted in writing to the Community Grants Hub at support@communitygrants.gov.au.

4 Eligibility criteria

We cannot consider your application if you do not satisfy all eligibility criteria.

4.1 Who is eligible to apply for a grant?

To be eligible to apply you must be an organisation that has been nominated by your Federal MP **and**:

- be a legal entity
- have a minimum of 40% of volunteers working for your organisation
- be a not-for-profit organisation
- have an Australian Business Number (ABN) or be willing to provide a [Statement by Supplier Form](#) (reason for not quoting an ABN). Please refer to the Australian Tax Office website for further information
- have an account with an Australian financial institution in the name of the organisation applying.

NOTE: If you are applying as a Trustee on behalf of a Trust, the Trustee must be an eligible entity as listed below. You may be required to provide evidence of your entity type.

- Indigenous Corporation
- Company¹
- Cooperative
- Corporate State or Territory Entity
- Non-corporate State or Territory Entity

¹ Company is a company incorporated under the *Corporations Act 2001* (Cth)

- Non-corporate State or Territory Statutory Authority
- Incorporated Association
- Statutory Entity and
- be willing and legally able to enter into a grant agreement with the Commonwealth (refer to section 10.1).

An organisation can only apply for one Volunteer Grant, with the exception, detailed at section 4.2, of 2 organisations that have agreed to enter into an auspicing arrangement.

Where an organisation works across more than one electorate, and has been nominated by more than one MP, it can only apply for a Volunteer Grant in one electorate.

Branches of a larger umbrella organisation (for example, Scouts Australia, St John Ambulance Australia) are considered to be an organisation in their own right.

4.2 Community groups that are not legal entities

Community groups that are not legal entities are **not eligible** to apply for funding unless they work with an auspicing body.

In such situations, the applicant must be auspiced by an eligible organisation that is a legal entity.

Auspicing arrangement

An auspicing body is a legal entity that manages grant funding and reporting requirements on behalf of an organisation that is not a legal entity. For example, an unincorporated community group with limited resources may use a larger incorporated not-for-profit organisation (NFP) as their auspicing body. The larger NFP will receive and manage the grant funding, with the organisation being auspiced delivering the volunteer activity.

Responsibilities of the auspicing body

The auspicing body must operate independently with a formal governing structure that meets regularly and supports local community volunteers within its group and:

- be an authorised signatory (president, chairperson, secretary or treasurer)
- submit the application on behalf of the organisation (auspiced party) delivering the volunteer activity
- enter into a grant agreement with the department, if successful
- distribute the funds to the auspiced party that is delivering the volunteering activity
- ensure the funding is spent in accordance with the grant agreement.

Responsibilities of the auspiced party

The auspiced party must:

- expend the grant monies only on the requested items to benefit the volunteers of the community group
- keep evidence/receipts that document appropriate spending of the funding for 5 years (see section 12.3).

NOTE: Applying for a Volunteer Grant as an auspicing body, does not exclude that organisation from being an applicant for a Volunteer Grant on their own behalf. An auspicing body may submit applications on behalf of multiple parties.

4.3 Who is not eligible to apply for a grant?

You are not eligible to apply if you are not nominated by your MP **or are:**

- an organisation, or your project partner is an organisation, included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'
- an individual
- an unincorporated association
- a Sole Trader
- a for-profit organisation
- a Commonwealth Company
- a non-corporate Commonwealth Statutory Authority
- a Local Government Entity
- an International Entity
- an organisation that is not a legal entity – unless they have an auspicing arrangement with a legal entity (see section 4.2).

5 What the grant money can be used for

5.1 Eligible grant activities

Small equipment items can make a volunteer's work easier, safer and more enjoyable. They can also help volunteers keep up with changing technology by supporting volunteers to access digital and electronic equipment.

Eligible small equipment

To be an eligible item, small equipment items must be portable, tangible and bought for the benefit of volunteers. They should represent value for money and can include delivery/freight and set-up costs.

Transport costs of volunteers with disability

Volunteers with disability who cannot drive can be reimbursed for the cost of transport or provided with pre-paid travel cards for use while undertaking their volunteering work. This transport includes taxis and public transport (pre-paid travel cards are acceptable).

Fuel costs incurred by volunteers

Eligible fuel costs are costs associated with volunteers using their own cars for volunteering work. Volunteers can be reimbursed for the cost of the petrol or provided with pre-paid petrol cards. This includes petrol used for delivering food and helping people in need. Fuel costs that are eligible include all motor vehicle fuels including petrol, diesel and gas.

Training for volunteers

Funding can be used to support the costs of training to help volunteers learn new skills, or gain qualifications for their volunteering work. Training courses may include mental health, first aid, leadership, communication, governance and/or working with vulnerable people. Courses that are recognised and lead to a Statement of Attainment, Certificate or Diploma are preferred.

Background screening checks of volunteers

Funding is available to help with the cost of background screening checks of volunteers. These include criminal record checks, police checks and police certificates, Working With Children Checks and Working With Vulnerable People Checks. These checks are often mandatory when engaging volunteers, particularly when they are working with children and/or other vulnerable people.

Promoting awareness of and increasing participation in volunteering opportunities

Funding can be used to support re-engagement of volunteers once programs can recommence safely. Activities can also be run that are specifically targeted towards recruiting new volunteers.

Adapting practices to support volunteers' safety in the coronavirus pandemic environment

Funding is available for resources to adapt policies and procedures for volunteering programs to allow volunteers to operate safely for example, signage, protective screens.

5.2 Eligible expenditure

Grant funding can only be used for eligible items. Grant applicants should ensure that the funding is used to pay for items that are cost-effective and reasonably priced.

Where the grant money is used to purchase equipment that may require installation, the cost of installation is an eligible expenditure.

Appendix A outlines the categories of items and examples of eligible items that are usually bought within that category. The examples are only a guide to help you select the right category. If a specific item is not listed, select the category that most closely matches the item to be bought. Examples of items that are not eligible are shown in section 5.4.

Record keeping requirements

If your application is successful, you must keep the receipts for items that you have purchased for 5 years. This will be the proof of purchase needed if you are requested to acquit your grant, as detailed in section 12.2.

You must incur the expenditure on your grant between the start date and the end date in your grant agreement for the expenditure to be eligible.

5.3 Eligible locations

Funding totalling \$132,450 (GST exclusive) will be available in each federal electorate.

5.4 What the grant money cannot be used for

You cannot use the grant for:

- items that do not directly benefit the organisation's volunteers
- advertising, logos, banners, display boards, uniforms, badging, or other things that advertise your organisation/community group unless such advertising is directly related to raising awareness of volunteering opportunities available, or re-engaging volunteers
- administration costs such as leasing, rental, hiring, labour, utilities, insurance and travel
- fees, charges, and subscriptions
- service charges, extended warranties and other labour costs
- conferences, events and functions, unless such events are directly related to the re-engagement and re-invigoration of volunteers
- hospitality costs
- vehicles and powered boats

- buildings, renovations and permanent fixtures – plumbing, kitchens, hot water systems, fencing, etc.
- window coverings (such as curtains and awnings) and floor coverings
- consumable supplies – food, books, stationery (such as paper and folders), cleaning products (apart from sanitising products for personal or surface use), ink, toners, soil, maps, refilling of gas bottles, etc.
- gift-cards (with the exception of pre-paid fuel cards)
- gym equipment, heart rate monitors.

Fuel costs that are not eligible:

- fuel already paid for by other sources for example, state/territory governments, community groups
- fuel to operate the organisation's equipment, vehicles or machinery
- fuel used by paid staff, members or participants who are not volunteers of the organisation
- fuel costs to travel to and from a conference or event.

Transport costs that are not eligible:

- transport already paid for from other sources for example, state/territory governments, community groups
- transport which is not reasonably priced
- transport which is not for volunteering work
- travel for an organisation's paid staff
- travel for members or participants who are not volunteers of the organisation.

Training costs that are not eligible:

- costs that have already been paid for from other sources
- costs for courses that are not reasonably priced
- costs for the training of paid staff, organisational members or participants/clients of the organisation
- costs to meet the training expenses of other organisation's volunteers.

Background screening checks of volunteers that are not eligible:

- screening checks already paid for from other sources for example, state/territory governments, community groups or if they are not reasonably priced.

6 The assessment criteria

The department will assess your application on its own merits and consider the following criteria:

- the extent to which the project meets the objectives of the program
- whether the project demonstrates value for money.

You must indicate in your application how your organisation will use the grant to support volunteers locally and encourage volunteering in the community.

Your response must also include detail on the percentage of volunteers to other staff that work at your organisation, the type of services your organisation provides to the community, and how the eligible items will benefit your volunteer workers and the community more broadly.

The department may seek and consider additional information about you or your application. They may do this from within the Commonwealth, including through Federal MPs. This may also include information about you or your application that is available through the normal course of business.

7 How to apply

Before applying, you should read and understand these guidelines and the sample [grant agreement](#) published on the [Community Grants Hub website](#) and [GrantConnect](#). Any changes to the grant documentation will be published as an addendum on GrantConnect.

You can only submit one application for this grant opportunity unless you have agreed to auspice a grant application for another organisation as detailed in section 4.2.

Where an organisation applies across multiple electorates, only the **first** application received will be considered for a Volunteer Grant.

To apply, your organisation must be nominated by your local Federal MP, who will also indicate the level of funding your organisation has been endorsed for; and

- complete the online application form when the link is provided to you by the Community Grants Hub
- be an authorised signatory for the nominated organisation (for example, president, chairperson, treasurer, secretary)
- provide all the information requested
- address all questions in the application form
- **submit your application to the Community Grants Hub by 9:00 PM AEST 9 June 2021.**

Only applicants invited to apply can submit an application. Invited applicants must not forward the link to the application form to anyone else.

The application period may be extended due to exceptional circumstances such as pandemics and natural disasters. All other extension requests will be considered on a case-by-case basis.

A nomination to submit an application by your MP does not guarantee that your application will be successful.

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 further guidance around the application process, or if you are unable to submit an application online, contact us at support@communitygrants.gov.au or by calling 1800 020 283 (option 1).

7.1 Timing of grant opportunity processes

Milestone	Timing	Further information
Expressions of Interest	March 2021	Contact your Federal MP.
MP Nomination period	April 2021	Contact your Federal MP.
Grant application	Commences 20 May 2021 Closes 9:00 PM (AEST) 9 June 2021	If your Federal MP nominates your organisation, the Community Grants Hub will provide you with a link to the application form via email.

If you are successful, you are expected to start your grant activity upon execution of the Letter of Agreement, which is anticipated to be in November 2021.

7.2 Resubmitting an application

If you find an error in your application, after submission, you **must** complete and resubmit a new application before the closing time, using the application link in your original invitation.

You **must** send an email to support@communitygrants.gov.au requesting to remove the incorrect application. Where a duplicate application has been identified, and not reported to the Community Grants Hub, only the **last** submission will be considered for assessment.

If we find an error or something missing, we may contact you to ask for clarification or additional information. If we cannot contact you within 2 attempts on the contact details you provided, your application will only be considered using the information available. Incorrect and/or incomplete information may deem you ineligible.

We can refuse to accept any additional information from you that would change your application after the closing time.

You will receive confirmation when you submit your application, and should retain a copy for your own records.

7.3 Late applications

The department 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 request in writing to the Community Grants Hub at support@communitygrants.gov.au.

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

For a late application to be considered by the department, it must:

- be received in writing
- include a written explanation for late submission

The department's decision will be final and not subject to a review or appeals process. The Community Grants Hub will advise the applicant in writing if their late application has been accepted.

7.4 Questions during the application process

If you need further guidance about the application process, or if you have issues submitting an application online, contact us at support@communitygrants.gov.au or by calling 1800 020 283 (option 1).

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

The question and answer period will close at 5:00 PM AEDT on 2 June 2021. Following this time, only questions about using and/or submitting the application form will be answered.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe (cumulative)
Opening date for Expressions of Interest through local Federal Member of Parliament	March 2021
Member of Parliament endorsements to Community Grants Hub	29 April 2021
Organisations invited to apply for a Volunteer Grant	20 May 2021
Applications close	9 June 2021
Assessment of applications	June to September 2021
Approval of outcomes of assessment process	September to October 2021
Negotiations and award of grant agreements	November 2021
Notification to unsuccessful applicants	November 2021
Earliest start date of project	December 2021
End date of grant commitment	31 December 2022

8 The grant selection process

8.1 The assessment of grant applications

The department will assess your application on its own merits and for completeness and against all the eligibility criteria detailed in the guidelines.

A Selection Advisory Panel (the Panel) comprised of departmental staff, will then review all applications to inform the final recommendations for funding.

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

To be recommended for funding, your project must meet the selection criteria and demonstrate that your project meets the objectives of the program and achieves value for money.

The Panel may seek and consider additional information about you or your application. They may do this from within the Commonwealth, including through Federal MPs. The Panel may also consider information about you or your application that is available through the normal course of business.

8.2 Who will approve grants?

The Panel will make recommendations to the delegate (a departmental executive).

The delegate will make the final decision to approve a grant.

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

- the approval of applications for funding
- the amount of grant funding awarded
- the terms and conditions of funding.

The delegate will not approve funding if:

- the application is ineligible according to these guidelines
- the application does not achieve value with relevant money
- an organisation, or project partner is an organisation, included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'
- the application is not considered an appropriate use of Commonwealth resources.

There is no appeal process regarding decisions to approve or not approve a Volunteer Grant.

9 Notification of application outcomes

If you are successful, you will receive an email notification from your Federal MP and a Letter of Agreement from the department via email. If you are unsuccessful, we will notify you in writing via email.

10 Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth represented by the Community Grants Hub. We will offer successful applicants a Letter of 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 spend your grant until the Activity Start Date (the date the grant agreement is executed). The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Letter of Agreement

The Letter of Agreement comprises the Schedule and the corresponding grant conditions if applicable. Successful applicants are not required to sign the Letter of Agreement.

You will be advised of the date of commencement for your grant agreement when you are sent the Letter of Agreement. You must advise the department in writing prior to the specified date if you no longer wish to receive the grant.

10.2 How we pay the grant

The grant agreement will state the maximum grant amount to be paid. We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

We will pay 100% of the grant on execution of the grant agreement.

10.3 Grant payments and GST

GST is out of scope for 2021 Volunteer Grants.

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office](#) website for more information. 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 no later than 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 must let us know if anything is likely to affect your organisation's ability to spend the grant.

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.

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.

12.2 Reporting

You are required to keep appropriate records for up to 5 years to ensure that if your organisation is asked to report on the grant, it is able to do so.

The department may ask you to provide a financial declaration. The financial declaration will verify that you spent the grant in accordance with the grant agreement.

If you are asked to report, the Community Grants Hub will require you to provide proof of purchase. This can be done in the form of receipts.

Spending must be within the grant period

All funding must be spent by the grant agreement completion date, which is stated in the Letter of Agreement. You cannot use grant funding for purchases made before the commencement of the grant period or after the expiry of the grant period.

Fuel acquittal

There are 4 different options for the record keeping requirements for fuel costs. You can use any one of these options:

- You can use a log book to record all car trips which a person makes while doing volunteer work. This book would be proof of costs and should include details of each trip (date, from/to, reason for trip) and record the kilometres travelled (meter readings).
- You can set up an account at a local service station and provide authority for volunteers to charge their approved fuel to the account. This would be paid direct by your organisation and account receipts would be sufficient proof.
- Copies of actual fuel expenditure receipts.
- Pre-paid petrol cards. Payment receipts would be sufficient proof of expenditure.

Transport costs (only applicable to volunteers with disability who cannot drive)

There are 4 different options for the record keeping requirements for transport costs. You can use any one of these options:

- Pre-paid travel cards. Payment receipts would be enough proof of spending.
- Volunteers may use a log book to record all volunteer transport trips. This log book would be sufficient proof of travel costs. The book should include details of each trip (date, from/to, reason for trip, method of transport).
- Copies of public transport tickets.
- Copies of original receipts (such as taxi receipts).

12.3 Record keeping

The department may seek to inspect the records you are required to keep under the grant agreement. The original receipts showing what you have purchased are required as proof and must be kept for 5 years. The funded organisation is responsible for keeping a complete set of records for this purpose. This includes receipts for fuel and transport costs. It is not necessary to send receipts to the department, unless requested to do so.

12.4 Evaluation

The 2021 Volunteer Grants grant opportunity may be evaluated to see how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to 3 years after you finish your grant for more information to assist with an evaluation.

12.5 Acknowledgement

If you make a public statement about a grant funded under the 2021 Volunteer Grants Activity, we require you to acknowledge the grant by using the following:

'This [\[name of grant activity or project/services\]](#) received grant funding from the Australian Government.'

13 Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

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

13.1 Enquiries and feedback

Complaints about this grant opportunity

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

Questions about this grant opportunity should be directed to the Community Grants Hub at 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, your Federal MP, 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 or member of an external panel
- 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.

The Federal MP, their electorate staff and members of the community committee must also declare any perceived or existing conflicts of interests or that, to the best of their 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 MPs, 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 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 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 (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.
auspiced party	an organisation that is not a legal entity and who has sourced an organisation who is a legal entity (auspicing body) to apply for a grant on their behalf.
auspicing body	an organisation that applies on behalf of a community organisation that is not a legal entity, and is legally responsible for managing expenditure and reporting requirements.
closed, non-Competitive	a closed non-competitive process involves inviting identified applicants to apply and assessing applications against the selection criteria and not against other applications.
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.
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.
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 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/s	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 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	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.
volunteering	Is <i>‘time willingly given for the common good and without financial gain’</i> (Volunteering Australia, July 2015).

Appendix A. 2021 Volunteer Grants – Item Categories

To be an eligible item, items must be portable, tangible and bought to benefit the volunteers. They may be low-cost and include delivery/freight and set-up costs. Applicants are required to select the categories that match the items you wish to buy. Each category lists examples of items that are usually bought with Volunteer Grants money.

The examples are intended as a guide only to help you select the most appropriate category. If a specific item is not listed, select the category that most closely matches the item to be bought.

Volunteer Grants funding must only be spent on eligible items.

Category Examples of eligible items	Examples of ineligible items
Background screening checks of volunteers Contribute to the cost of police checks or working with vulnerable people checks	Screening checks already paid for from other sources e.g. state/territory governments, community groups
Computer equipment Computer or laptop Computer software (excluding subscriptions) External hard drive/USB Photocopier/printer/multifunction centre/fax/scanner	Ongoing subscriptions or annual payments associated with software (such as security software, Microsoft Office (cloud storage) Lease or rental costs
Electronic/audio/video Mobile phones E Reader iPad/tablet Camera/video camera Dictaphone DVD/Blue-ray player/recorder GPS/UHF radio transceiver CD player/stereo/MP3/iPod/dock Other portable audio equipment Headphones Microphones Motion sensor/camera Public address system Television/set top box Video/slide/data/overhead projector/screen	Ongoing costs of phone/network plans are not eligible

Category Examples of eligible items	Examples of ineligible items
<p>First aid and safety</p> <ul style="list-style-type: none"> CPR manikin/training tools Defibrillator Dehumidifier Demountable fire hose Dust extractor/respirators Emergency oxygen EPIRB (Personal Location Beacons) Fire blanket/Fire extinguisher Fire tools (portable) First aid kit High visibility vests Hydraulic lift for wheelchairs (demountable-portable) Pool test safety equipment Sterilising unit Stretchers/rescue boards Test and Tag machine Torches Personal Protective Equipment (including masks, sunscreen, sanitiser) 	
<p>Fuel costs</p> <p>Contribute to the reimbursement of volunteers' fuel costs who use their own car/vehicle when undertaking their volunteering activities</p>	<p>Cost of volunteers using an office vehicle or office staff using vehicles</p>
<p>Health and Safety</p> <p>Contribute to adapting the policies and procedures of volunteering programs to ensure volunteers can operate safely, e.g. through signage, protective screens, and sanitising kits</p>	
<p>Heating/Cooling – portable, includes delivery and set-up costs</p> <ul style="list-style-type: none"> Air conditioner Evaporative cooler Fan Heater Sunshade/sail/marquee/umbrella 	<p>Permanent fixtures</p>
<p>Household/cleaning items (non-kitchen)</p> <ul style="list-style-type: none"> Broom/mop Carpet steam cleaner Hand dryer Step ladder Vacuum cleaner Sanitising solution for sanitising of surfaces 	<p>Cleaning products and other cleaning consumables other than sanitising products for personal or surface use</p>

Category Examples of eligible items	Examples of ineligible items
Indoor furniture and appliances Chairs Desk (non-fixture) Indoor lighting (portable) Sewing machine Sofa/lounge Tables	Permanent fixtures
Kitchen appliances Bain Marie Coffee maker Deep fryer Dough mixing machine Kitchen utensils Microwave Pie warmer Small kitchen appliances Water cooler/urn/thermos Esky/cooler	
Landscaping/gardening Arena Rake (tow behind) Backpack sprayer Blower vacuum Brush cutter Other gardening/land care tools (e.g., spades, rakes, shears, secateurs, loppers, hoes) Hedge trimmer Hoses Ladder Mower/ride on mower Pump (portable) Rotary hoe Tree planting equipment Wheelbarrow Whipper snipper	
Leisure and Sporting (excludes items for the benefit of the organisation or players) Aqua wheelchair (portable) Aqua cube/stand and accessories Flags (Maritime) Line marker machines Electronic scoreboard Coach/referee kits	
Office equipment (non-computer and non-consumables) Cash register ID card printer laminator Whiteboard (portable)	

Category Examples of eligible items	Examples of ineligible items
<p>Outdoor furniture and equipment</p> <ul style="list-style-type: none"> Barbeque (incl. initial gas bottle) Bench seats Canvas covers (BBQ trailers) Chairs Outdoor lighting (portable) Portable toilet (excluding hire) Tables Trailer (up to 2.5 x 6.1m) Water tank (includes installation) 	<ul style="list-style-type: none"> Permanent fixtures Hiring of equipment is not eligible Ongoing maintenance and consumables are not eligible
<p>Promotion of volunteering opportunities</p> <ul style="list-style-type: none"> Contribute to the re-engagement of volunteers when programs can safely resume Contribute to activities run specifically to recruit volunteers 	<ul style="list-style-type: none"> Promotional activities which benefit the organisation, e.g. product or service advertisement, branding design etc
<p>Storage</p> <ul style="list-style-type: none"> Bookcase Cupboard/cabinet (non-fixture) Filing cabinet Lockers Shed (up to 4 x 4m portable) Shelving (demountable) Storage containers Trolley 	<ul style="list-style-type: none"> Permanent fixtures
<p>Tools/power tools/construction tools</p> <ul style="list-style-type: none"> Band saw/table saw Chainsaw and accessories Cement mixer/tools Chain hoist Generator Hand drills (incl. bits and sharpener) High pressure cleaner Mill drill machine package (portable) Picket Post Driver Planer cutter Pump (portable) Sander Tool kits/tool boxes Work bench 	
<p>Training costs</p> <ul style="list-style-type: none"> Contribute to the training costs for volunteers 	<ul style="list-style-type: none"> Costs for courses that are not reasonably priced Costs for the training of paid staff, organisational members or participants/clients of the organisation Costs to meet the training expenses of other organisation's volunteers Costs for catering

Category Examples of eligible items	Examples of ineligible items
<p>Transport costs for volunteers with a disability Contribute to the reimbursement of transport costs incurred by volunteers with disability, who are unable to drive</p>	<p>Transport already paid for from other sources e.g. state/territory governments, community groups Transport which is not for volunteering work Travel for an organisation's paid staff Travel for members or participants who are not volunteers of the organisation</p>
<p>Whitegoods and major appliances Clothes dryer Dishwasher Freezer/refrigerator Stove/oven portable (non-fixture) Washing machine</p>	