



# Disability and Carers Program Disability Inclusive Health Practices Grant Opportunity Guidelines

<b>Opening date:</b>	27 August 2021
<b>Closing date and time:</b>	11:00 pm AEST on 9 September 2021
<b>Commonwealth policy entity:</b>	Department of Social Services
<b>Administering entities:</b>	The Department of Social Services and Community Grants Hub
<b>Enquiries:</b>	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> Questions should be sent no later than 5:00 pm AEST on 2 September 2021
<b>Date guidelines released:</b>	27 August 2021
<b>Type of grant opportunity:</b>	Closed non-competitive

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## 1. Disability and Carers: Disability Inclusive Health Practices processes

### **The Disability and Carers Program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above grant program which contributes to the Department of Social Services' *Outcome 3.1 Disability and Carers*. The Department of Social Services works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).



### **The grant opportunity opens**

We publish the grant guidelines on the [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 the grant application**

We assess the application 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 the application.



### **Grant decisions are made**

The decision maker decides if the 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 Disability Inclusive Health Practices grant opportunity**

We evaluate the Disability Inclusive Health Practices grant opportunity 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 Disability Inclusive Health Practices 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 the grant application is considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

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

## 2. About the grant program

The Disability Inclusive Health Practices grant opportunity is part of the department's Disability and Carers Program. The program provides support to people with disabilities and carers to actively participate in community and economic life. The purpose of the program is to support the independence and economic participation of people with disability and carers by providing targeted supports.

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

### 2.1 About the Disability Inclusive Health Practices grant opportunity

This grant is available to Get Skilled Access to deliver the disability inclusive health practices project. This grant opportunity has been established as a closed, non-competitive grant selection process. The department considers this an appropriate type of selection process, as the grant is specifically dependent on leveraging existing strategic partnerships Get Skilled Access has established with the Victorian Department of Health and Human Services and the University of Melbourne Medical School. Get Skilled Access is in a unique position to deliver the project as its founder is a high profile sports person with disability who can leverage their profile to generate further buy in where required.

The project will consist of delivery of a multi-platform (online, digital media and face-to-face seminars) education and training program on disability awareness to health professionals at 5 Victorian hospitals.

The objective of this grant opportunity is to increase the understanding of healthcare professionals with regard to disability and inclusive practices within a healthcare setting.

The intended outcomes of this grant opportunity are as follows.

- Healthcare professionals have increased confidence and understanding of disability inclusive health practices.
- People with disability use and benefit from the same mainstream services as everyone else.

The disability inclusive health practices project aligns with priorities identified in the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Disability Royal Commission).

Public Hearing 4 of the Disability Royal Commission revealed systemic barriers faced by people with disability accessing and receiving health care and services. Witness statements to the Disability Royal Commission demonstrated a need for training and education of health professionals in respect to patients with disability, including overcoming communication barriers and health professionals' attitudes, values and assumptions of people with disability.

This grant will be administered by the Community Grants Hub on behalf of the department.

### 3. Grant amount and grant period

A one-off amount of \$1.3 million (GST exclusive) is available for this grant opportunity. Funding of up to \$900,000 (GST exclusive) will be provided in 2021–22 and funding of up to \$400,000 (GST exclusive) in 2022–23.

The grant activity will commence in January 2022 and be completed by June 2023. Funding must only be used for the purpose for which it will be provided.

### 4. Eligibility criteria

This grant opportunity is a closed, non-competitive grant selection process. The department considers that this is an appropriate type of selection process as the nature of the grant is specifically dependant on leveraging existing strategic partnerships Get Skilled Access has established with the Victorian Department of Health and Human Services and the University of Melbourne Medical School to approach Victorian based hospitals for the pilot.

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

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

Get Skilled Access has been identified as the appropriate recipient because it is a high performing Disability Owned Business Enterprise. Since its inception in 2016, Get Skilled Access has impacted national practice and broken new ground in the disability accessibility and inclusion space.

Get Skilled Access has experience in improving disability inclusion in mainstream organisations through consulting, training and resources delivered by people with disability and those with lived experience. The organisation has existing high-profile clients in the private and public sector.

Invited Organisation	Service Delivery Area	Funding (GST exclusive)		
		2021–22	2022–23	TOTAL
Get Skilled Access	Victoria	\$900,000	\$400,000	\$1.3 million

#### 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 are not listed as an eligible invited organisation in section 4.1.

## 5. What the grant money can be used for

### 5.1 Eligible grant activities

To be eligible, your grant activity must:

- conduct desktop research and a series of surveys and interviews targeted at hospital staff and working in consultation with the Victorian Department of Health to determine the most effective training and education practices
- set up pilot sites at 5 hospitals, in both metropolitan and regional areas of Victoria, in consultation with the Victorian Department of Health and the University of Melbourne Medical School
- design effective training and education packages, test across metropolitan and regional health sites, and build a disability inclusion model to be implemented across the Victorian hospital sector
- establish an advisory committee of appropriate peak bodies
- develop and deliver training material with people with disability or lived experience
- work with applicable state and local governments to ensure work does not duplicate current activities/projects funded by their government.
- an external review of the pilot program conducted by a third party.

### 5.2 Eligible expenditure

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

Eligible expenditure items are:

- operational costs incurred in the delivery of the activity
- staff salaries and on-costs that are directly attributable to delivering the activity
- the proportion of administration expenses that directly relate to the activity
- short-term engagement of external consultants to develop resources or skill development to the organisation
- evaluation of the activity

You must incur the expenditure on your project between the start and end date of 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 vehicles or land
- the covering of retrospective costs (being costs incurred before the grant agreement commences)
- costs incurred in the preparation of a grant application or related documentation
- renovation/construction/capital works
- contributions to renovation/construction/capital works
- funding in support of individuals
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent
- overseas travel

- activities that are the role of peak bodies, such as policy advice, systemic advocacy or research
- delivery of systemic or individual advocacy
- activities the department considers as being eligible for funding through a more appropriate source
- reasonable adjustment under the [Disability Discrimination Act 1992](#)
- activities funded from another funding source for the same purpose
- government fees, charges or taxes
- activities that are already funded on an ongoing basis, or duplicate previous projects funded by the Commonwealth, Victorian, or local government programs, unless adding additional scale and/or scope
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility
- activities that duplicate those undertaken by the National Disability Insurance Scheme Partners in the Community (Local Area Coordination and/or Early Childhood Early Intervention) organisations
- any activity that results in a profit for the organisation through the duration of the grant period.

We cannot provide a grant if you receive funding from another government source for the same purpose.

## 6. The assessment criteria

Each assessment criteria has equal weighting of **5** points. The assessment criteria rating scale is as follows:

Score	Quality rating
0	Does not address criterion
1	Very poor
2	Poor
3	Satisfactory
4	Good
5	Excellent

You must address all of the below assessment criteria in the application. The criteria are broken into sub-criteria. Each sub-criteria must be addressed in the response. We will assess your application based on the weighting given to each criterion in line with the rating scale.

Please note, for Criterion 1 you are required to complete the Project Plan attachment. The project plan will be assessed in conjunction with your written response to Criterion 1 and in line with the above assessment rating scale.

The application form includes character limits – up to 6,000 characters (approximately 900 words) per criterion. The application form will not accept characters beyond this limit. Please note, spaces are included in the character limit. Links to information on external websites will **not** be assessed as part of this application.



## **Criterion 1**

### **Describe the activities to be delivered and why these are needed in the proposed locations**

When addressing the criterion, a strong application will:

- describe the activities to be delivered and how they will differ from those provided by state and local governments
- identify where the activities will be delivered and provide evidence of why these are needed in the proposed locations
- in the project plan attachment:
  - clearly list all milestones over the life of the project, expanding on those in the initial proposal, including timeframes
  - explain how the milestones will be achieved and how they align with the expected outcomes of the grant opportunity
  - outline the risks associated with implementing your project and explain the mitigation and management strategies in place.

## **Criterion 2**

### **Describe the outcomes expected from the grant activity**

When addressing the criterion, a strong application will:

- explain the expected outcomes of the grant activity
- detail how the outcomes will be achieved and measured
- include evidence to demonstrate the number of people with disability that will directly benefit from the grant activity.

## **Criterion 3**

### **Demonstrate your organisation's expertise, capability and capacity to successfully deliver the grant**

When addressing the criterion, a strong application will:

- describe your organisation's capacity and capability to successfully deliver the project, including experience in delivering similar projects
- demonstrate how your organisation is qualified and experienced to work with the health sector
- explain the key stakeholders and/or partnerships required to successfully implement the project, whether these relationships are existing and if not, the steps that will be taken to establish these relationships.

## **7. How to apply**

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

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

The Invited organisation can only access these documents including the application form.

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

To apply, you must:

- complete the online application form on [GrantConnect](#)
- provide all the information requested
- address all eligibility criteria and assessment criteria
- complete all required templates
- include all necessary attachments
- submit your application to the Community Grants Hub by 11:00 pm AEST on 9 September 2021.

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

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

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

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

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

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

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

## **7.1 Attachments to the application**

The following document must be attached to your application using the mandatory template for it to be considered compliant and for it to proceed to assessment:

- Criterion 1 Project Plan (in the format provided).

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<sup>1</sup>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

Templates are provided for your use with the grant opportunity documents as specified. 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 2 MB limit for each attachment.

## 7.2 Timing of grant opportunity processes

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

### Late applications

We will not accept a late application unless you have 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

If you need to submit a late application, you must submit a late application request to the Community Grants Hub via [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

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

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

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

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

### Expected timing for this grant opportunity

If you are successful, you will be expected to start your project around January 2022.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of application	2 days
Approval of outcome of selection process	2 weeks
Negotiations and award of grant agreement	1 week
Notification to unsuccessful applicant	1 day

Activity	Timeframe
Earliest start date of grant activity	January 2022
End date of grant activity	June 2023

### 7.3 Questions during the application process

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

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

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

## 8. The grant selection process

### 8.1 Assessment of grant applications

The Community Grants Hub will review your application against the eligibility criteria. If eligible, your application will be considered through a closed non-competitive grant process.

The department will then assess your application against the assessment criteria (see section 6). We will consider your application on its merits, based on how well it meets the assessment criteria.

### 8.2 Financial viability

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

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

### 8.3 Who will assess and select applications?

The department will assess an eligible and compliant application on its individual merit. Assessment will be undertaken by departmental personnel, who will undertake training to ensure consistent assessment of all applications. The department uses this information to help them develop recommendations on the application to be awarded a grant.

The department will assess and consider an eligible application on its merits and based on how well it meets the relevant criteria and whether it provides value with money.

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

- the score achieved in the assessment process
- the overall objective/s to be achieved in providing the grant
- the extent to which there is a demonstrated commitment to the social model of disability
- distribution of priority areas or priority activities
- the relative value of the grant sought
- how the grant activities will target and achieve the expected outcomes of the grant opportunity

- the efficacy of the proposed activity, along with the available evidence base of the proposed activity
- the risks, financial and other, that the applicant or project poses for the department.

#### **8.4 Who will approve grants?**

The Deputy Secretary of the Disability and Carers Stream at the department (the decision maker) will make the final decision to approve a grant.

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

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

## **9. Notification of application outcomes**

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

### **9.1 Feedback on your application**

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

## **10. Successful grant applications**

### **10.1 The grant agreement**

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

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

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. You must not start your grant activity until a grant agreement is executed.

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

The Commonwealth may recover grant funds if there is a breach of the grant agreement. The department will remind you the grant funding is due to terminate 6 months before the activity end date.

#### **Commonwealth Standard Grant Agreement**

We will use a Commonwealth Standard Grant Agreement.

You will have 5 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).

A child safety clause will 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 will 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.

You will be required to complete a Statement of Compliance Report relating to the *National Principles for Child Safe Organisations and other action for the safety of Children* as part of your grant agreement.

## **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 multicultural communities.

You should consider how you will ensure the services will be accessible to people from multicultural communities. 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 the grant application.

## **10.4 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 make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity and project milestones being met.

## 10.5 Grant payments and GST

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

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

## 11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 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 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 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 and complexity of the grant and the grant amount.

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

#### **Progress reports**

Progress reports must:

- include evidence of your progress toward completion of agreed activities and outcomes
- show the total eligible expenditure incurred to date

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

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

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

### **Ad-hoc reports**

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

### **Final report**

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

Final reports must:

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

## **12.3 Audited financial acquittal report**

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

## **12.4 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 in 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.

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



## 12.8 Acknowledgement

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

'This grant activity received grant funding from the Australian Government.'

## 13. Probity

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

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

### 13.1 Enquiries and feedback

#### Complaints about this grant opportunity

The department's [complaints procedure](#) applies to complaints about this grant opportunity.

All complaints about this grant opportunity, including grant decisions, must be made in writing.

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

#### Complaints about the selection process

You 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. You can use the complaints form on the Department of Social Services 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](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### 13.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if the department and the Community Grants Hub staff, any member of a committee or advisor and/or you or any of your personnel has a:

- professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/grant opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later you think there is an actual, apparent, or perceived conflict of interest, you must inform the department and the Community Grants Hub in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian [Public Service Code of Conduct \(section 13\(7\)\)](#) of the [Public Service Act 1999](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

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

### 13.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

- what personal information we collect
- why we collect your personal information
- who we give your personal information to.

In submitting a grant application under this opportunity, you agree to the Australian Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information we cannot assess your grant application.

The Australian Government may also use and disclose information collected about you under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also declare your ability to comply with the Privacy Act 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 Privacy 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  
GPO Box 9820  
Canberra ACT 2601

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

## 14. Glossary

Term	Definition
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.
<a href="#"><u>Commonwealth Grants Rules and Guidelines (CGRGs)</u></a>	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
decision maker	the person who makes a decision to award a grant.
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
Funding Arrangement Manager	is the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.
grant	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: <ol style="list-style-type: none"> <li>a. under which relevant money<sup>2</sup> or other <a href="#"><u>Consolidated Revenue Fund</u></a> (CRF) money<sup>3</sup> is to be paid to a grantee other than the Commonwealth; and</li> <li>b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ol>
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.

<sup>2</sup> Relevant money is defined in the PGPA Act. See section 8, Dictionary.

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

Term	Definition
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or closed, and will reflect the relevant grant selection process.
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement program.
<a href="#">GrantConnect</a>	is the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
grantee	the individual/organisation which has been selected to receive a grant.
Portfolio Budget Statement (PBS) program	described within the entity's <a href="#">Portfolio Budget Statement</a> , 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.
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"> <li>▪ quality of the project proposal and activities</li> <li>▪ fit for purpose of the proposal in contributing to government objectives</li> <li>▪ absence of a grant is likely to prevent the grantee and government's outcomes being achieved</li> <li>▪ potential grantee's relevant experience and performance history.</li> </ul>