



Disability and Carer Support National Disability Insurance Scheme (NDIS) Appeals Program

Grant Opportunity Guidelines

Opening date:	1 December 2021
Closing date and time:	11.00 pm AEDT on Tuesday 11 January 2022
Commonwealth policy entity:	Department of Social Services
Administering entities	The Department of Social Services and Community Grants Hub
Enquiries:	<p>If you have any questions, contact</p> <p>Community Grants Hub</p> <p>Phone: 1800 020 283 (option 1)</p> <p>Email: support@communitygrants.gov.au</p> <p>Questions should be sent no later than 5.00 pm AEDT on</p> <p>Thursday 06 January 2022</p>
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Type of grant opportunity:	Closed non-competitive

Contents

1. Disability and Carer Support: National Disability Insurance Scheme Appeals Program processes	4
1.1 Introduction	5
2. About the grant program.....	5
2.1 Background of the NDIS Appeals Program	5
2.2 Purpose of the grant opportunity	5
2.3 Contribution to the Department's Portfolio Statement	6
2.3.1.1 Objective of this grant opportunity	6
2.3.1.2 Outcomes of this grant opportunity	7
3. Grant amount and grant period	7
3.1 Grants available	7
4. Eligibility criteria	7
4.1 Who is eligible to apply for a grant?.....	8
4.2 Who is not eligible to apply for a grant?.....	8
4.3 What qualifications, skills or checks are required?	8
5. What the grant money can be used for	8
5.1 Eligible grant activities	8
5.2 Eligible expenditure.....	9
5.3 What the grant money cannot be used for.....	10
6. The assessment criteria	10
7. How to apply	11
7.1 Attachments to the application	12
7.2 Timing of grant opportunity processes.....	12
7.3 Questions during the application process	13
8. The grant selection process	14
8.1 Assessment of grant applications	14
8.2 Financial viability	14
8.3 Who will assess and select applications?	14
8.4 Who will approve grants?	14
9. Notification of application outcomes.....	15
9.1 Feedback on your application	15
10. Successful grant applications	15
10.1 The grant agreement	15
10.2 Commonwealth Child Safe Framework	15
10.3 Multicultural Access and Equity	16
10.4 How we pay the grant	16
10.5 Grant Payments and GST	16

11. Announcement of grants	17
12. How we monitor your grant activity	17
12.1 Keeping us informed	17
12.2 Reporting	17
12.3 Financial declaration	19
12.4 Grant Agreement variations	19
12.5 Compliance visits	19
12.6 Record keeping	19
12.7 Evaluation	19
12.8 Acknowledgement.....	20
13. Probity	20
13.1 Enquiries and feedback	20
13.2 Conflicts of interest	20
13.3 Privacy	21
13.4 Confidential Information	21
13.5 Freedom of information.....	22
14. Glossary.....	23

1. Disability and Carer Support: National Disability Insurance Scheme Appeals Program processes

The National Disability Insurance Scheme (NDIS) Appeals 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 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 [GrantConnect](#) and [Community Grants Hub](#) websites.



You complete and submit a grant application

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.



We assess all grant applications

We assess the applications against eligibility criteria and notify you if you are not eligible. If you are eligible, we then assess your eligible application against the assessment criteria including an overall consideration of value with money.



We make grant recommendations

We provide advice, to the decision maker on the merits of each application.



Grant decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



We enter into a grant agreement

We enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and is proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the NDIS Appeals Program

We evaluate your specific grant activity and the NDIS Appeals Program as a whole. We base this on information you provide us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the NDIS Appeals Program grant opportunity.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity
- the eligibility and assessment criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

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

2. About the grant program

2.1 Background of the NDIS Appeals Program

The NDIS Appeals Program provides assistance to NDIS applicants, and others affected by reviewable decisions of the National Disability Insurance Agency (NDIA) in supporting clients to navigate external merits review processes in the [Administrative Appeals Tribunal](#) (AAT). The NDIS Appeals Program funds both disability advocacy organisations and Legal Aid Commissions in each state and territory to support people with disability affected by reviewable NDIA decision/s, with accordance to section 99 of the [National Disability Insurance Scheme Act 2013](#).

Grants will be available to successful applicants to deliver the funded activity within defined coverage areas across Australia.

The policy and implementation of the NDIS Appeals Program is guided by the principles and objectives of key legislation, conventions, agreements and frameworks, including but not limited to the:

- [United Nations Convention on the Rights of Persons with Disabilities](#)
- [National Disability Agreement](#) or Australia's Disability Strategy (whichever is current)
- new National Disability Advocacy Framework (under development)
- [National Disability Insurance Scheme Act 2013](#)
- Department's NDIS Appeals Operational Guidelines, of which will be revised to reflect new program arrangements from 1 July 2022.

NDIS Appeals organisations funded through the NDIS Appeals Program, will receive funding under Item 410.027 of Schedule 1AA – External Merits Review – support component of the [Financial Frameworks \(Supplementary Powers\) Act 1997 \(FFSP\)](#). The Australian Government has legislated standards that define the elements of quality support for people with disability.

2.2 Purpose of the grant opportunity

The NDIS Appeals Program activity will run over 3 financial years from 1 July 2022 to 30 June 2025, and will be administered by the department and the Community Grants Hub according to the [Commonwealth Grants Rules and Guidelines 2017](#) (CGRGs).

The NDIS Appeals Program aims to ensure the NDIA decisions are fair and robust and that people with disability, and other people affected by reviewable decisions of the NDIA, have access to support when seeking review of those decisions in the Administrative Appeals Tribunal (AAT).

There may be some cases that progress to an AAT review where there is a legitimate need for applicants to access legal services. Recognising this, NDIS Appeals provides funding to Legal Aid Commission officers in each state and territory for legal representation.

2.3 Contribution to the Department's Portfolio Statement

This grant opportunity (2022–23 to 2024–25 financial year) will contribute to the achievement of Outcome 3: Disability and Carers – Program 3.1.2: Disability and Carer Support, of the Department's Portfolio Budget Statement.

2.3.1.1 Objective of this grant opportunity

Successful applicants will be funded to provide services for specified coverage areas across Australia (these are currently either state/territory-wide, or by Australian Bureau of Statistics' Statistical Areas).

Providing funding for these areas will enable:

- applicants seeking review of NDIA decisions access to an advocate
- for applicants seeking an external merits review in the AAT only, access to legal services in circumstances where applicants are found eligible for NDIS Appeals legal services funding.

There are 2 types of supports available under the NDIS Appeals Program.

1. Access to a skilled disability advocate who acts as a support person
2. Access to funding for legal services, where there is a wider community that would substantially benefit from legal representation.

NDIS Appeals advocacy providers are funded to provide disability advocacy services:

- covering a specified coverage area
- using the specified model, or models of disability advocacy support.

The following are examples types of support a disability advocacy service can provide:

- explaining the review process, including what is involved in appealing to the AAT
- helping prepare documents
- providing advice and skills
- attending AAT conferences and hearings
- funding for legal services is to be provided by Legal Aid Commissions in each state and territory.

Legal Aid Commission must assess a person's eligibility for assistance under the NDIS Appeals program in accordance with the [Guidelines for the assessment of applications for NDIS Appeals legal services funding](#).

NDIS Appeals legal assistance providers are funded to deliver legal assistance:

- through advice clinics
- through phone advice to NDIS Appeals advocates
- to people deemed eligible through an application process
- covering a specified coverage area.

2.3.1.2 Outcomes of this grant opportunity

The outcome of the NDIS Appeals Program is to provide access to disability advocacy, or where required legal assistance providers, to support persons in every state and territory with NDIS Appeals(s) advocacy by:

- explaining and educating the review process
- detailing and coordinating activities involved in appealing to the AAT
- supporting the development all relevant documents in preparation for the AAT's review
- providing legal and administrative advice/ skills to empower and enable applicants to better represent themselves
- attend AAT conferences and hearings to help the applicant present the case to the AAT for review.

3. Grant amount and grant period

3.1 Grants available

This grant opportunity will provide funding to successful applicants for the continued operations of the NDIS Appeals Program with a total of \$30.425 million GST exclusive over 3 financial years from 1 July 2022 to 30 June 2025. All funding under this grant opportunity must only be used for the purpose for which it will be provided and stated in the grant agreement.

Successful applicants will be allocated grant funding set out in the indicative funding tables provided at *Attachment A*. This will be dependent on the scope of area/s where grant activities are undertaken in Australia and its complexity.

4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. The department considers this is an appropriate type of selection process as NDIS Appeals Program clients express a preference for accessing support from providers with a known reputation for positively supporting clients through the NDIS Appeals process.

An invitation has been extended to specific NDIS Appeals Program providers that have developed a good rapport with clients and reputation to have specialist knowledge, experience and community connections that takes considerable resources, knowledge and time to develop.

The eligible organisations are invited to apply for this grant opportunity as they have been assessed to have:

- capability to deliver the grant activities
- existing infrastructure and relationships with clients to support the grant activities' objectives and desired outcomes
- knowledge of and capability to deliver the program's objectives and outcomes with previous experience with disability advocacy.

The eligible organisations have established operations and strong networks in place to deliver the NDIS Appeals Program which will be leveraged to deliver optimal outcomes under this grant opportunity. The eligible organisations have established administrative and governance arrangements, with the required infrastructure to deliver the program effectively and efficiently.

The list of eligible applicants was determined according to proven performance in the disability advocacy sector. Eligible applicants have well-established records of delivering disability advocacy

grant activities. They have demonstrated specialist expertise and knowledge, unique to supporting people with disability.

Through the continued need and delivery of the NDIS Appeals Program, the eligible organisations have also been competent in possessing the appropriate workforce capabilities and capacity with the funding provided through the department. The eligible organisations are well known in the states and/or territories they operate in, and valued by their stakeholders and clients.

This non-competitive grant opportunity approach will provide the department with the best value for money as the eligible organisations possess the experience in undertaking NDIS Appeals Program activities, knowledge, stakeholder and client networks, and IT and other infrastructure to continue to deliver the NDIS Appeals Program.

4.1 Who is eligible to apply for a grant?

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

The list of eligible applicants were determined according to proven performance in the disability advocacy sector, and have demonstrated they are able to navigate the NDIA external merits review process. Eligible applicants have well-established records of delivering disability advocacy grant activities. They have demonstrated specialist expertise and knowledge, unique to supporting people with disability.

A full list of eligible applicants, proposed service delivery areas and indicative funding over the 3 years from 2021–22 to 2024–25 is provided at *Attachment A*. No further organisations will be invited to apply.

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this grant opportunity if you have not received an invitation to apply through GrantConnect and are not listed as an eligible invited organisation above.

4.3 What qualifications, skills or checks are required?

Organisations seeking funding under this grant opportunity must comply with the [Disability Services Act 1986](#) and all relevant commonwealth, state and territory legislation.

5. What the grant money can be used for

5.1 Eligible grant activities

To be eligible, your grant activity must align with the grant opportunity's purpose in section 2.2. Other eligible activities must directly relate to the grant opportunity and include:

- staff salaries and on-costs which can be directly attributed to the provision of NDIS Appeals Program services in the identified coverage area or areas as per the grant agreement
- capital works (only with prior approval by the department)
- provision of secretariat support to any working groups and committees, specifically to matters that require additional skills/advice such case legal case workers or legal advisors
- employee training for paid and unpaid staff including committee and board members, that is relevant, appropriate and in line with NDIS Appeals Program
- establishment, maintenance and possible expansion of stakeholder or client list to outline specific requirements and needs for stakeholders identified

- work to engage other NDIS Appeals agencies to coordinate advocacy support activities that are relevant to this grant opportunity
- establishment, leadership and coordination of the grant activities and their area/s
- relevant maintenance and development of websites and other mediums of communication to inform clients and potential clients of grant activities, of which incorporate and integrates multi-stakeholder informational and engagement needs/requirements. This may include those who have intellectual, speech and/or hearing impairments
- research, development and maintenance required into governance models and factors related to implementing a disability advocacy service across a complex multi-sector environment
- oversight and governance for the identified projects and grant activities, for example data recording, recording of any gaps in disability advocacy based on area of service and/or development of client and community resources
- collection of data to support, and evaluate grant activity implementation across serviced area/s
- spend grant funding on other eligible activities as defined by the grant agreement.

5.2 Eligible expenditure

Eligible organisations must only spend the grant on eligible expenditure you have incurred on eligible grant activities.

Eligible expenditure items are, however, not limited to the operation and administration expenses directly related to the delivery services, such as:

- salaries and related costs of professional and administrative support staff directly related to the delivery of the grant activities
- staff development and training to support the NDIS Appeals program objectives, where appropriate
- the development of plans, relevant research, consultation and relevant collection of data
- delivering, monitoring and evaluating effectiveness of grant activities
- communication and engagement activities, including website maintenance, telephones (including costs associated with undertaking grant activities) and other advocacy work within the scope of the NDIS Appeals Program
- quality improvement, evaluation and reporting processes
- infrastructure, including rent, computer, IT and software
- maintenance of infrastructure, including insurance, utilities, stationary, printing
- maintenance of grant activities, including postage, accounting and auditing, quality assurance measures and costs associated and travel / accommodation costs.

The department may update the grant agreement on eligible and ineligible expenditure, as required, to reflect the needs to ensure effective and efficient achievement of the NDIS Appeals Program and its purpose. If your application is successful, the version in place when you submitted your application applies to your grant activity.

Not all expenditure on your grant activity may be eligible for grant funding. A business case must be presented and consulted on with the department to further clarify what is considered eligible expenditure. All grant activity expenses that are incurred by the NDIS Appeals Program's should only be between the activity start date and activity end date.

5.3 What the grant money cannot be used for

You cannot use the grant for the following activities:

- major capital expenditure
- major construction/capital works
- purchase of land
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility
- any other costs not directly related to the delivery of the grant opportunity.

6. The assessment criteria

Your responses to the following assessment criteria will be used to assess your suitability to receive grant funding under this grant opportunity. You must address all of the following assessment criteria. The amount of detail and supporting evidence you provide in your application should be relative to the size, complexity and grant amount requested. All criteria are equally weighted.

Word limits apply to each criterion, which includes character limits – up to 6000 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.

Any relevant supporting attachments are not included in the character limit.

A closed non-competitive process involves assessing applications against the selection criteria and not against other applications.

Criterion 1 - Capabilities and capacity to deliver advocacy with the grant funding

When addressing the criterion applicants will:

- outline your track record in delivering advocacy supports and meeting performance indicators in terms of your current NDIS Appeals Program and/or state and territory government grant
- outline what experience your organisation has in delivering NDIS Appeals advocacy services in remote/regional areas
- describe any real or perceived risks that may impact the organisation's capability or capacity in successfully undertaking grant activities
- detail the skills and experience of any subcontractor/s to be used and how it will benefit potential clients.

For those organisations also providing services under the NDIS, you should document the processes your organisation has in place to ensure the independent nature of services provided through the NDIS Appeals Program. This is particularly relevant, where, for example, the client's NDIS plan is approved and they may look to engage services from your organisation.

In response to this criterion, you may consider attaching a self-risk analysis or risk management plan at the end of the application form (*Template 1: Self-Risk Analysis*). Note: consider how impacts of COVID-19 may be a risk to service delivery.

Criterion 2 - Achieve value for money

When addressing the criterion applicants will:

- explain how your organisation will achieve positive outcomes for the community that would not occur without grant funding
- outline what will be achieved with the funding, including the number of clients you expect to assist and any other activities consistent with this program

In response to this criterion, you may attach an indicative budget of how funds will be administered if you are successful for this grant opportunity at the end of the application form (*Template 2: Indicative Budget*), including:

- an outline of staffing numbers and staff salaries and on-costs which can be directly attributed to the provision of NDIS Appeals services in the identified coverage area or areas as per the grant agreement
- operating and administration of expenses directly related to the delivery of services provided to clients
- if relevant, any co-contributions/other sources of funding that support the delivery of advocacy services.

Criterion 3 - Successfully deliver the services

When addressing the criterion applicants will:

- describe how your organisation's services, with the grant funding will be used in alignment with section 2.2 of this document. For example, phone outreach, face-to-face, and describe how these services will translate to effective service delivery in the coverage area you are seeking to service
- describe your organisations approach to triaging, waitlist and referral processes (applicants should refer to requirements set out in section 12.6 of this document), demonstrate awareness of the demographics and local characteristics of the coverage area and how service delivery will be designed to meet the needs of people with disability living in the coverage area
- demonstrate awareness of the demographics and local characteristics of the coverage area and how service delivery will be designed to meet the needs of people with disability living in the coverage area.

In response to this criterion, you may consider attaching an Activity Work Plan (AWP) that specifies the tasks, outputs, deliverables, performance measures and timelines at the end of the application form (*Template 3: Activity Work Plan*).

7. How to apply

Before applying, you must read and understand these guidelines, the application form, the terms and conditions, questions and answers and the draft agreement.

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

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

Only invitees 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 online application to the Community Grants Hub by 11:00 pm AEDT on Tuesday, 11 January 2022

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

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

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

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

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

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

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

7.1 Attachments to the application

If you have attachments, you must attach supporting documentation according to the instructions provided within the application form. Applications may be deemed as ineligible if you have stated in criterion 1, 2 or 3 that you have attached documents and have not done so. You should *only* attach suggested documents. We will not consider information in attachments we have not asked for.

You may consider attaching the following documents with your application:

- Criterion 1: A self-risk analysis or risk management plan, including risks related to COVID-19
- Criterion 2: An Indicative Budget for grant activities
- Criterion 3: An Activity Work Plan.

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 and times.

Late applications

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request via the [Community Grants Hub](#).

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

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

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

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

Expected timing for this grant opportunity

If you are successful, you will be expected to start your grant activities on 1 July 2022.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	1 July 2022
End date of grant activity	30 June 2025

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 or email support@communitygrants.gov.au. Only invited applicants' questions will be responded to during the application submission period.

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

The question period will close at 5:00 pm AEDT on Thursday 6 January 2022. Following this time, only questions about using and/or submitting the application form will be answered.

8. The grant selection process

8.1 Assessment of grant applications

The Community Grants Hub will review your application against the eligibility criteria. Only eligible applications will move to the next stage. Eligible applications will be considered through a closed non-competitive grant process.

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

- how well it meets the assessment criteria
- how well proposed applicant activities will achieve NDIS Appeals Program's purpose, objectives and outcomes, in section 2.2
- extent to which geographic location of the application aligns with identified priorities
- extent to which the evidence and response in the application contributes and aligns with section 2
- how the grant activities will target individuals with a person based approach
- an assessment of how your indicative budget against the proposed funding allocation for your organisation demonstrates value for the relevant money.

8.2 Financial viability

Applicants 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 each eligible and compliant application on its individual merit. Assessment will be undertaken by the department's personnel, who will undertake training to ensure consistent assessment of all applications.

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

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

8.4 Who will approve grants?

The Minister of Families and Social Services or their delegate (the decision maker) will decide which grants will be approved based on the assessment outcomes and the availability of grant funds for the purposes of the grant program.

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

- the approval of the grant
- the grant funding amount to be awarded

- the terms and conditions of the grant.

There is no appeal mechanism for decisions to approve or not approve a grant.

9. Notification of application outcomes

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

9.1 Feedback on your application

A feedback summary will be published for unsuccessful applicants, on the Community Grants Hub website to provide all organisations with easy access to information about the grant selection process and the main strengths and areas for improving applications. 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 successful applicants a Commonwealth (Simple) Individualised Agreement for this grant opportunity.

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

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

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

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Commonwealth Simple Grant Agreement

We will use a Commonwealth Simple Grant Agreement, also known as a Commonwealth (Simple) Individualised Grant Agreement.

You will have 20 business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

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

10.2 Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory

reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

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

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

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

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

10.3 Multicultural Access and Equity

The Australian Government's *Multicultural Access and Equity Policy* obliges Australian Government agencies to ensure their policies, programs and services - including those provided by contractors and service delivery partners – are accessible to, and deliver equitable outcomes for, people from multicultural communities.

Grant applicants should consider how they will ensure their 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 grant applications (to assist with identifying these costs see the Translating and Interpreting Services costing tool in the grant opportunity documents).

10.4 How we pay the grant

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

We will make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity.

10.5 Grant Payments and GST

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

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

11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by section 5.3 of the CGRGs.

12. How we monitor your grant activity

12.1 Keeping us informed

You should let us know if anything is likely to affect your grant activities or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a breach of the terms and conditions under the grant agreement, you must contact us immediately.

12.2 Reporting

Grantees must comply with program reporting requirements in accordance with the program specific guidance and any other service compliance requirements applicable for the activities an organisation is funded to deliver.

Grantees must have systems in place to meet their data collection and reporting obligations outlined in their grant agreement, including specific grant activities undertaken, activity outcomes and costs associated. The department may review the grant agreement throughout the grant's funding period, as and when required based on reports provided by the grantees.

Data Exchange reporting

Performance information needs to be collected by grantees at the client level and put directly into the department's performance reporting solution, Data Exchange (DEX). All grantees are also required to engage in the partnership approach of DEX reporting

The performance information reported through DEX includes:

- client identity characteristics (given and family names, date of birth, gender and residential address)
- client demographic characteristics (Indigenous status, cultural and linguistic diversity, and disability status, impairment or condition)
- service delivery information (outlets, cases, sessions)
- client outcomes.

The Data Exchange has 2 standardised 6 monthly performance reporting periods each year, which run from 1 July to 31 December and 1 January to 30 June, with a 30 day close-off period after each of these. Once the close-off period is completed, no further changes can be made to the data.

Information must be provided in accordance with the DEX Protocols available on the [Data Exchange website](#).

An exception to the reporting requirements is for Legal Aid Commissions (funded through the NDIS Appeals Program) as they are not required to report through DEX.

Reports for NDIS Appeals advocacy organisations to the department must include:

- Activity Work Plan

You will be required to submit an Activity Work Plan (AWP), on a template provided by the department, within 8 weeks of execution of the grant agreement.

Your AWP must detail the key milestones and dates in the implementation of the activities you will be delivering under NDIS Appeals Program. The AWP may be reviewed from time to time where Government priorities change as agreed by both parties, or as agreed in the AWP. A template will be provided on commencement of funding. Once the AWP and its amendments, following a review, have been agreed by both parties it will form part of the agreement.

Activity Work Plan Report

You will be required to report against the AWP on a 6 monthly basis through an AWP Report. The AWP Report is a reporting requirement in all of the department's grant agreements. It covers compliance reporting and gives grant recipients an opportunity to share stories of success or any challenges experienced in delivering the funded service.

An Activity Work Plan Report must:

- include evidence of your progress toward completion of agreed activity milestones and outcomes
- include information about what percentage of clients achieve their review or appeal goal
- show the total eligible expenditure incurred to date
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

If an organisation is funded under both the NDIS Appeals Program and the National Disability Advocacy Program (NDAP) they can submit one AWP Report to cover both funded activities if they choose, or submit an AWP Report for each funded activity.

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.

Reports for NDIS Appeals Legal Aid Commissions to the department must include:

- Legal Aid Commissions (funded through the NDIS Appeals Program) are not required to report through DEX
- all Legal Aid Commissions are required, as part of their funding agreement, to submit an AWP and an AWP Report.
- the AWP Report seeks details of progress on requirements in the AWP for the reporting period, including any compliance requirements.

For both NDIS Appeals advocacy organisations and Legal Aid Commissions – final report

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

Final reports must:

- identify if and how outcomes have been achieved

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

12.3 Financial declaration

The department requires a financial declaration or acquittal that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

12.4 Grant Agreement variations

The department may undertake a variation to the grant agreement, as and when required to ensure the NDIS Appeals Program is implemented effectively.

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, Community Grants Hub.

Grantees 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

The department 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

Waitlists

To ensure continuity of service provision to clients, all organisations must:

- establish and maintain a waitlist
- notify the department in writing/email when an organisation forecasts that they are at capacity
- this notification must include how an organisation proposes to manage clients that contact them during this period. This could include collaborating with other advocacy organisations for assistance. In these circumstances, the department would approve organisations to work beyond their funded service areas for short periods of time with the appropriate funding allocated for the grantees grant activity within this timeframe.

The Department may also inspect any of the records you are required to keep under the grant agreement.

12.7 Evaluation

The department will evaluate the grant program to see how well the outcomes and objectives have been achieved. The department may use information from your application and reports for this purpose. The department 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.

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

12.8 Acknowledgement

The department's logo is designed to be used on all materials related to grants under the program. Whenever the logo is used, the publication must also acknowledge the Commonwealth by saying:

'National Disability Insurance Scheme Appeals Program – an Australian Government initiative'.

13. Probity

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

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

13.1 Enquiries and feedback

Complaints about this grant opportunity

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

Any questions you have about grant decisions for this grant opportunity should be sent to support@communitygrants.gov.au.

Complaints about the selection process

Applicants can contact the complaints service with complaints about the Community Grants Hub's service/s or the selection process.

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the [complaints form](#) on the department's website, by phone or mail.

Phone: 1800 634 035

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

If you do not agree with the way the Community Grants Hub or the department has handled your complaint, you may complain to the [Commonwealth Ombudsman](#). The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the Community Grants Hub or the department.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

13.2 Conflicts of interest

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

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

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

If you later 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.

The department has published the conflict of interest policy on the [Community Grants Hub](#) website.

13.3 Privacy

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

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

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

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

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

As part of your application, you also declare your ability to comply with the *Privacy Act 1988* 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 purpose of the FOI Act gives people the ability to get information held by the Australian Government and its organisations. Under the FOI Act, people can ask for documents the Australian Government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Team
Government and Executive Services Branch
Department of Social Services (DSS)
GPO Box 9820
Canberra ACT 2601

By email: foi@dss.gov.au

14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
assessment criteria	Are the specified principles or standards, against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive grant opportunity, to determine application rankings.
commencement date	the expected start date for the grant activity
Commonwealth entity	A department of state, or a parliamentary department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act
Commonwealth Grants Rules and Guidelines (CGRGs)	Establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
completion date	the expected date that the grant activity must be completed and the grant spent by
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it
date of effect	Can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	the person who makes a decision to award a grant
eligibility criteria	Refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
funding arrangement manager	is the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	<p>for the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul 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; and b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant
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.
GrantConnect	is the Australian government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
grantee	the individual/organisation which has been selected to receive a grant
Portfolio Budget Statement (PBS) Program	described within the entity's Portfolio Budget Statement , PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be grant Programs. A PBS Program may have more than one grant Program associated with it, and each of these may have one or more grant opportunities.
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.

TEMPLATE 1: SELF-RISK ANALYSIS

This organisational risk register and management plan is to support your responses to the criteria for the department's assessment. The risk register and management plan should contain an analysis of likely risks with low to extreme impact, as well as mitigation strategies to help the program's grant activities from being delayed or impacted by unforeseen circumstances, should an issue with service delivery arise. With the risk register and management plan, the department may also advise various risk mitigation strategies for your organisation to implement to ensure the program's objectives and outcomes are achieved efficiently and effectively. By identifying risks and mitigations the department will also have clearer expectations and support your organisation's action to address risk/s.

Organisation:		ABN:	
Telephone Number:		Email Address:	
Risks: (select those that apply)	<input type="checkbox"/> Organisation's Governance <input type="checkbox"/> Service Delivery to critical sectors <input type="checkbox"/> Stakeholders <input type="checkbox"/> Systems and data integrity <input type="checkbox"/> Budget/Financial Management <input type="checkbox"/> Administration or Reporting <input type="checkbox"/> Workforce <input type="checkbox"/> Other _____		
Overarching risk evaluation: Including, but not limited to environmental, social and economic risk and/or historical, current, ongoing and perceived risks associated with undertaking grant activities under this program.			
Overall Risk Rating:	<input type="checkbox"/> Extreme / <input type="checkbox"/> High / <input type="checkbox"/> Medium / <input type="checkbox"/> Low <i>The overall risk ratings should be based on highest identified risk rating below</i>	Risk evaluation conducted on:	Click or tap to enter a date.

Please remove/add additional lines below if required

1. Establish the context	2. Identify risks				3. Analyse risks (TIP: use Risk Matric below to analyse the likelihood and consequence, to identify the risk rating)				4. Evaluate Risks	5. Treat risks
Objective	Risk	Source(s)	Consequence(s)	Controls	Control Effectiveness	*Likelihood	*Consequence	*Risk Rating	Acceptable?	**Treatments/Risk Mitigation
What objective / milestone are you trying to achieve?	What perceived/actual risk (scenario / circumstances) may affect the objective?	What could cause the perceived/actual risk to occur?	What are the consequences if the perceived/actual risk occurs?	What is currently in place to manage the perceived/actual risk identified?	How effective are the controls in managing the perceived/actual risk?	What is the likelihood rating of the perceived/actual risk (after controls are applied)?	What is the consequence rating of the perceived/actual risk (after controls are applied)?	What is the risk rating?	Is the perceived/actual risk rating acceptable in undertaking effective service delivery?	What further action is required or can be established?
This should closely align with your proposed Activity Work Plan	Including scenario, circumstances	Barriers and/or causes	Effect on Activity Work Plan and service delivery	Control or mitigation to minimise the consequence of risk	Effective / Mostly Effective / Partly Effective / Ineffective	Almost Certain / Likely / Possible / Unlikely / Rare	Severe / Major / Moderate / Minor / Insignificant	<div>Extreme</div> <div>High</div> <div>Medium</div> <div>Low</div>	Acceptable **Not acceptable (further treatments and risk mitigations are required)	<ul style="list-style-type: none"> Treatment/Risk Mitigation 1 Treatment/Risk Mitigation 2
Example only										
Outreach of service areas agreed upon by DSS and program service provider	Environmental risk: COVID-19	<ul style="list-style-type: none"> Travel and border restrictions across LGAs, states and territories Program disability advocates in 	<ul style="list-style-type: none"> Limited face-to-face consultations executed Delayed face-to-face client consultations 	<ul style="list-style-type: none"> Facilitating online consultations Establish self-advocacy information on website 	Effective	Possible	Minor	Medium	Not Acceptable	<ul style="list-style-type: none"> Update and establish self-advocacy material on website Establish consultation options

1. Establish the context	2. Identify risks				3. Analyse risks (TIP: use Risk Matrix below to analyse the likelihood and consequence, to identify the risk rating)				4. Evaluate Risks	5. Treat risks
Objective	Risk	Source(s)	Consequence(s)	Controls	Control Effectiveness	*Likelihood	*Consequence	*Risk Rating	Acceptable?	**Treatments/Risk Mitigation
		quarantine and unable to attend face-to-face consultations								
1.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	▪
2.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	•
3.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	•
4.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	•
5.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	•
6.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	•
7.		•	•	•	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	▪

Note: You should specify how COVID-19 affects your activity work plan and service delivery

*Risk Matrix

Consequences						
Likelihood		Insignificant	Minor	Moderate	Major	Severe
	Almost certain	L	M	H	E	E
	Likely	L	M	H	H	E
	Possible	L	M	M	H	E
	Unlikely	L	L	M	H	H
	Rare	L	L	L	M	H

Risk Rating Key	Risk Rating
L	= Low Risk
M	= Medium Risk
H	= High Risk
E	= Extreme Risk

TEMPLATE 2: INDICATIVE BUDGET

Instructions

This Indicative Budget Template is strongly recommended to be used to support and strengthen your response to criterion 2: achieve value for money. When completing this indicative budget template, consider providing but not limited to:

- an outline of staffing numbers and staff salaries and on-costs which can be directly attributed to the provision of NDIS Appeals services in the identified coverage area or areas as per the grant agreement template;
- contract hire for the purpose of the grant activities;
- if relevant, any co-contributions / other sources of funding that support the delivery of advocacy services;
- data collection for reporting;
- establishment and maintenance of a waitlist and triage process;
- operating and administration of expenses directly related to the delivery of services provided to clients.

For more information please refer back to the Grant Opportunity Guidelines and Q&A.

If you are successful, grant funding will be allocated to you by the Department based on the funding allocation in Attachment X or as agreed upon by the department and organisation through a negotiation. Note. the department does not have obligations to approve proposed funding outside of departmental allocations.

Organisation	
ABN	
Departmental funding allocation	
Organisation's proposed funding allocation	
Additional Comments	

Please add/remove additional lines below if required

		2022-23				2023-24				2024-25			
Budget Line Item	Unit	Qty	Unit Cost	% of total	Total	Qty	Unit Cost	% of total	Total	Qty	Unit Cost	% of total	Total
Organisational Expense													
EXAMPLE ONLY: Administrative Officer	Part-Time	2	\$35,000		\$ 70,000.00	2	\$35,000		\$ 70,000.00	2	\$35,000		\$ 70,000.00
			\$ -				\$ -				\$ -		
			\$ -				\$ -				\$ -		
Subtotal													
Activity / Project Operating Expenses (Non Staff)													
EXAMPLE ONLY: General Office Expenses (e.g. Telephone, Consumables etc)	N/A	1	\$ 350.00		\$ 350.00	1	\$ 350.00		\$ 350.00	1	\$ 350.00		\$ 350.00
Monitoring and Evaluation	4 qtrly mtgs x 1 hr	4	\$ 300.00		\$ 1,200.00	4	\$ 300.00		\$ 1,200.00	4	\$ 300.00		\$ 1,200.00
			\$ -				\$ -				\$ -		
			\$ -				\$ -				\$ -		
Subtotal													
External Party Expenses*													
EXAMPLE ONLY: External	Day	1	\$ 500.00		\$ 500.00	1	\$ 500.00		\$ 500.00	1	\$ 500.00		\$ 500.00

Training Service													
			\$ -				\$ -				\$ -		
			\$ -				\$ -				\$ -		
Subtotal													
Total					\$ -				\$ -				\$ -

TEMPLATE 3: ACTIVITY WORKPLAN

Organisation: <u>Complete ONLY if your organisation is also intending to be a National Disability Advocacy Program service provider</u>		ABN:	
Telephone Number:		Email:	
Overarching description: Including, but not limited to client target (per annum). Areas of service, coordination of service delivery with other providers and/or activities in place to support the program's purpose.		Service Area(s) and location from which Activities are delivered:	

Please Note. The detailed deliverables and activities you will undertake to fulfil the purpose of this program must be provided as part of your proposed Activity Work Plan (AWP). If you are successful, your proposed AWP may be negotiated and developed in consultation with the department to form part of the **NDAP/NDIS Appeals Program** Grant Agreement.

Please add/remove additional lines below if required

1. Establish Context		2. Explain and elaborate		3. Analyse and evaluate	
Satisfies Criteria	Proposed Grant Activity	Activity Objective	Deliverables / outcome of activity	Measures	Additional Comments
Select each criterion/criteria the activity responds to. Refer to the Grant Opportunity Guidelines.	If you were successful, what activities would you undertake to support the program's purpose. Please refer to the Grant Opportunity Guidelines for program purpose	Explain how will this proposed grant activity going to support the purpose of this program	How would your organisation approach this activity; and What will the activity deliver?	How often will this proposed grant activity occur?	Are there any opportunities, gaps and/or barriers this proposed grant activity will support? Consider the benefits and risks involved in the proposed grant activity.
EXAMPLE ONLY					
<input type="checkbox"/> Criterion 1 <input checked="" type="checkbox"/> Criterion 2 <input checked="" type="checkbox"/> Criterion 3	Online consultations	<ul style="list-style-type: none"> Cost efficient outreach to non-metropolitan, regional, remote and rural areas. X X 	<ul style="list-style-type: none"> Organisation website booking system to allow for online consultations. Reduce operational and travel cost of travel. To allow us to re-direct costs to facilitate online consultations and self-advocacy support. 	<ul style="list-style-type: none"> Report against deliverable through DEX and Activity Work Plan Report Provide information on any issues that have impact abilities to meet this deliverable during the reporting period. 	Barrier: a cohort of clients have low computer literacy. Risk: Clients may not have access to computer and internet to receive online consultations. Thus, online consultations will not effective.
<input type="checkbox"/> Criterion 1 <input type="checkbox"/> Criterion 2 <input type="checkbox"/> Criterion 3	1.				
<input type="checkbox"/> Criterion 1 <input type="checkbox"/> Criterion 2 <input type="checkbox"/> Criterion 3	2.				
