



Australian Government

Department of Social Services

Families and Communities Program

Financial Wellbeing and Capability

**Emergency Relief – Workforce Development and
Capacity Building**

Funding Round Summary

March, 2017

Emergency Relief – Workforce Development and Capacity Building Grant

The Financial Wellbeing and Capability Activity (FWC) funds support services to help people alleviate financial crisis; address financial stress and hardship and increase financial literacy across Australia with the intent of improving life outcomes.

Under the FWC, the Department of Social Services (DSS), funds the Emergency Relief - – Workforce and Development Capacity Building (ER) sub-Activity to help people address immediate basic needs in times of financial crisis. Provision of ER may also entail a worker assessing the needs of the client, referring them to other appropriate services (e.g. mental health, crisis housing, drug and alcohol, and financial counselling), and providing basic budgeting assistance. Some clients with complex needs may require more intensive support.

From 1 July 2018, the FWC (including ER) will be redesigned to strengthen the focus of the Activity on achieving key Government policy priorities, including strategies to address domestic and family violence, as well as increase opportunities to support people to live independently of welfare through increased engagement with employment.

Under the FWC redesign, ER providers will be required to implement changes to their service model and practices to: ensure services are appropriately targeted; support client outcomes and strengthen integration between services. Some of the options for redesign being considered are¹:

- restricting face-to-face services to those at imminent risk of not being able to pay their debts
- contractually requiring providers to establish formal relationships and referral pathways with other FWC providers and other relevant services (such as Family Relationship Services and JobActive providers)
- expecting workers to emphasise employment as a key goal when working with clients on Newstart Allowance, and explore pathways with clients to increase employment prospects.
- providing clients with appropriate referrals to other services (including JobActive providers) that can strengthen their capability and stabilise their financial situation
- requiring clients who present on multiple occasions within a certain timeframe to demonstrate that they have taken reasonable steps to reduce their costs, increase their income or improve their financial management.

In addition, future funding rounds will increasingly focus on integrated service offerings, both within FWC service strategies (such as with Commonwealth Financial Counselling, Financial Capability and Microfinance) and between FWC and other services (eg Family Relationship Services).

Emergency Relief - Workforce Development and Capacity Building Grant

DSS recognises that some ER providers may need additional support, including training and tools, to adapt to the requirements of the FWC redesign.

Additionally, the ER workforce (both paid and voluntary) is facing some challenges over the coming years. Clients presenting for services are disclosing more complex needs and it is important that workers have the skills necessary to manage the transition of these clients into appropriate services that will meet their needs. For example, clients have experienced domestic and family violence; homelessness; mental and physical health issues; or are from culturally and linguistically diverse backgrounds.

¹ DSS is consulting with the FWC sector to assess these options.

The ER Workforce Development and Capacity Building grant will be used to deliver and coordinate training and development to current ER service providers to help them adapt to the increasing complexity of the sector, strengthen integration and support their workforce. The ER Workforce Development and Capacity Building grant acknowledges that there are differences in composition and development needs across the sector and aims to build upon work already undertaken.

Under the grant, the successful provider will be expected to work with the sector in the lead up to 1 July 2018 to assist organisations to transition to the new funding agreements and policy focuses in the FWC Activity as a result of the Activity redesign.

The Community Grants Hub (the Hub), on behalf of the Department of Social Services (DSS), is inviting organisations to apply for funding to develop and deliver a workforce and capacity package to the Emergency Relief sector.

Selection type

This selection is a restricted process to select one provider to develop and deliver a workforce and capacity package for the Emergency Relief sector.

A restricted (or targeted) selection process is used where there are few providers available due to highly specialised services being required, there are geographical considerations, specific expertise is required or there are time constraints. A restricted round is still competitive, but only open to a small number of potential grant recipients based on the specialised requirements of the granting activity or project under consideration. Potential grant recipients are invited to apply and are assessed against designated selection criteria.

Applicant eligibility

Applications will be assessed against the criteria to ensure public accountability and meet Program outcomes. Organisations must be in one of the following categories to have their application considered:

- incorporated associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name)
- incorporated cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal name)
- companies (incorporated under the *Corporations Act 2001* (may be a proprietary company (limited by shares or by guarantee) or a public company)
- Aboriginal corporations (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*)
- organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc)
- partnerships
- trustees on behalf of a trust

Not-for-profit entity types specified above meet the eligibility requirements.

Available funding for this Activity

Up to \$1 million is available to 30 June 2018, to deliver Emergency Relief – Workforce Development and Capacity Building.

Closing date and time

Applications must be submitted by 2:00 pm AEST on Friday 7 April 2017.

Late applications – information on the late application policy is available on the [Hub website](#).

Questions

Questions and answers for this funding round are included in the Application Pack.

If you cannot find an answer to your question relating to this selection process or the Activity, please send your question to support@communitygrants.gov.au.

Responses to questions will be emailed to all invitees, except where the answers are already available in the Application Pack.

Questions will only be answered to explain the Application Form and Program Guidelines and not to advise on how to respond to specific selection criteria or about individual Applications during the assessment process. All Applicants will be notified of the outcome of their Application when the selection process is complete.

The question and answer period will close at **5:00 pm AEDT 31 March 2017**. No further questions will be answered from this date until the conclusion of the selection process.

If you would like help or support in using and/or submitting the Application Form, please call 1800 020 283 or TTY 1800 555 677 or email support@communitygrants.gov.au.

Grant objectives

The five expected outcomes of the grant are:

1. The ER sector is supported to ensure paid and unpaid staff are adequately trained and/or supported and there is improved interagency collaboration and capacity.
2. The ER sector is strengthened to develop and maintain effective relationships with Commonwealth, State and Territory Governments, other key sector bodies and workers.
3. ER recipients are better able to maintain stability and resilience and manage their financial resources.
4. The ER sector has the capacity to deliver the services as required under their agreements to a high standard and service providers are able to attract and retain a qualified workforce on an ongoing basis where appropriate.
5. The sector has robust mechanisms in place to ensure the funding provided is utilised in an effective manner.

Statement of Requirement

When completing your Application you **must** provide all information where you are directed to do so. Failure to meet these requirements will result in your application/s not being considered.

The Department of Social Services (DSS) requires the success applicant to deliver a Workforce Development and Capacity Building Grant for the Emergency Relief (ER) sector under the Financial Wellbeing and Capability Activity for 2016-17 and 2017-18.

Through the ER Workforce Development and Capacity Building grant, the selected organisation will provide a nationally-coordinated package of support and development activities for ER workers

(both paid and volunteers) and organisations, as well as contributing to sector improvement more broadly. There is an expectation that the organisation providing this service will liaise with the provider of Financial Counselling and Capability Sector Support to share best practice where relevant.

Specifically the grant will focus on:

- The development and implementation of a national training strategy for paid and unpaid staff to provide the recognised training and development needs of the ER sector and address key areas of identified training. This includes providing staff with the skills to assist people who are, but not limited to:
 - presenting with complex needs;
 - long-term unemployed;
 - affected by problem gambling; and
 - affected by family violence.
- building skills to support workers to deal with complex needs (eg long-term unemployed and those affected by problem gambling and family violence);
- developing tools and resources for the sector, incorporating innovation and online solutions;
- facilitating the sharing of best practice examples amongst service providers;
- the development and implementation of a workforce strategy which:
 - works closely with service providers to build the capacity of their organisations to deliver high quality services;
 - work towards addressing issues of attracting and retaining staff to the sector; and
 - improves the ability of the sector to respond to funding changes.
- ensuring that training resources and tools are tailored to the needs of the Indigenous workforce and clients where required.

The successful provider will work with the sector in the lead up to 1 July 2018 to assist organisations to transition to the new funding arrangements and policy focuses in the FWC Activity as a result of the Activity Redesign.

Value for money

In assessing the extent to which applications represent value for money, consideration will be given to the information provided at the 'Achieving value for money' of the Program Guidelines available on the [DSS website](#) or in the Application Pack available on the Community Grants Hub [website](#).

Selection Criteria

The equally weighted selection criteria are:

Criterion 1 – Demonstrate your understanding of the need for the funded Activity in the specified community and/or the specified target group.

Your response **must** demonstrate:

- knowledge and understanding of the need for workforce development and the extent of the issues facing the ER sector; and

- how your service will engage with stakeholders and link with relevant services within the ER sector an understanding of services/resources that are already available to support the sector.

Criterion 2 – Describe how the implementation of your proposal will achieve the Activity objectives for all stakeholders, including value for money within the Grant.

Your response **must** describe:

- how you will implement the key activities described under the Statement of Requirement; and
- how grant funding will be used to deliver the proposal and how it represents value for money.

Criterion 3 – Demonstrate your experience in effectively developing, delivering, managing and monitoring Activities to achieve Activity objectives for all stakeholders.

Your response **must** describe:

- relevant experience in developing and delivering sector training material.

Criterion 4 – Demonstrate your organisation’s capacity and your staff capability (experience and qualifications) to deliver the Activity objectives in the specified community and/or the specified target group.

Attachments

Please only attach documents that have been requested. For this round, you must attach the following:

- Fully completed budget on the provided template. If you do not attach the budget template or you do not use the template provided or it is not complete, your application will be considered non-compliant and will not progress to assessment.

Multicultural Access and Equity Policy

Australia’s *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* means that Australian Government agencies make sure that cultural and linguistic diversity is not a barrier for people who need to access government and community services. This means, for example, that appropriate language services should be provided. Grant applicants should consider whether professional translating or interpreting services may be needed to deliver services, projects, activities or events to non-English speakers. If your Application Form states that a budget is required, costs for translating and interpreting services should be included in your budget.

Assessment

The Assessment Team may comprise Australian Government officers from each state/territory and national offices. Teams will undertake training so that applications are assessed consistently. The Assessment Team will be bound by the APS Code of Conduct and the departmental Secretary’s Instructions.

Probity and fairness

The selection of grant recipients must be fair, open and demonstrate the highest level of integrity.

The following principles will be applied throughout the selection process:

- a. fairness and impartiality;
- b. consistency, accountability and transparency of process;
- c. security and confidentiality of information;
- d. identification and resolution of conflicts of interest; and
- e. compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

The Community Grants Hub may engage a Probity Advisor to help meet its obligations to make selection processes defensible and able to stand up to external and internal scrutiny. The Probity Advisor also advises The Community Grants Hub on, and monitors, the procedures used in the selection process to make sure they comply with the published relevant Program Guidelines. The Probity Advisor plays no part in the assessment of applications.

Program Guidelines

The Program Guidelines provide the starting point for parties considering whether to apply for a grant and are the basis for the business relationship between DSS and the funding recipient. Applicants are strongly advised to read the Program Guidelines before completing an Application Form.

How to apply

Once you have completed your Application Form, you must submit it electronically by using the submission section at the end of the form. Following electronic submission, a message with your Submission Reference ID will appear on your screen. An email will be sent to the main email contact provided in the Application Form. A function is also available on the submission page to allow you to send a receipt email to the address of your choosing. Please save this email receipt for future reference and use it in all correspondence about this Application.

If you do not receive a confirmation email or you have difficulties submitting the Application Form, please call the Community Grants Hub Grants Hotline on 1800 020 283 or TTY on 1800 555 677.

Late applications

If an application is late or the Hub is requested to approve a lodgement after the closing date, the Hub may determine that there were exceptional circumstances beyond the applicant's control resulting in an inability to meet the stipulated deadline. Examples of exceptional circumstances could include, but may not be limited to*:

- the Hub infrastructure failures
- natural disasters
- power outages affecting the ability of the applicant to submit their application by the stipulated deadline
- death or disability of key personnel

**Any other proposed incidents of exceptional circumstances, other than those listed above, will be considered by the Hub on a case-by-case basis.*

Grant Agreement information

The Grant Agreement is a performance-based, legally enforceable agreement between the Commonwealth (represented by DSS) and the successful applicant that sets out the Terms and Conditions governing the grant to be provided.

The type of Grant Agreement entered into will depend on the Activity, the assessed Activity risk level, the length of the Activity and the amount of the grant.