

# Information, Linkages and Capacity Building (ILC) National Readiness (Round 2)

## Information, Linkages and Referrals

### Grant Opportunity Guidelines

Opening date:	<b>16 August 2017</b>
Closing date and time:	<b>2pm AEST 29 September 2017</b>
Commonwealth policy entity:	<b>National Disability Insurance Agency</b>
Co-Sponsoring Entities	<b>N/A</b>

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Email: [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au)

Questions should be sent no later than **5pm AEST 22 September 2017**

Date guidelines released:	<b>16 August 2017</b>
Type of grant opportunity:	<b>Open competitive</b>

# Contents

<b>1. ILC National Readiness (Round 2): Information, Linkages and Referrals Grant Opportunity Process</b>	<b>4</b>
1.1 Role of the Community Grants Hub	5
1.2 About the Program	5
1.3 Scope and purpose of ILC	6
1.4 ILC Activity Areas and Outcomes	7
1.3 About the ILC National Readiness Grants (Round 2): Information, Linkages and Referrals Grant Opportunity	8
1.4 Focus of this grant round – Information, Linkages and Referrals	9
<b>2. Grant details</b>	<b>9</b>
2.1 Grant amount	9
2.2 Grant Term	10
2.3 Grant Application Thresholds	10
<b>3. Grant eligibility criteria</b>	<b>10</b>
3.1 Who is eligible to apply for a grant?	10
3.2 Organisations registered as providers of support with the NDIA	11
3.3 Local Area Coordination and/or Early Childhood Early Intervention Partners	11
3.4 What qualifications or skills are required?	11
<b>4. Eligible grant activities</b>	<b>11</b>
4.1 What can the grant money be used for?	11
4.2 What the grant money cannot be used for?	12
<b>5. The grant selection process</b>	<b>13</b>
<b>6. The assessment criteria</b>	<b>14</b>
<b>7. The grant application process</b>	<b>15</b>
7.1 Overview of application process	15
7.2 Application process timing	15
7.3 Completing the grant application	16
7.4 Attachments to the application	16
7.5 Questions during the application process	17
<b>8. Assessment of grant applications</b>	<b>17</b>

8.1 Who will assess applications?	17
8.2 Who will approve grants?	18
<b>9. Notification of application outcomes</b>	<b>18</b>
9.1 Feedback on your application	18
<b>10. Successful grant applications</b>	<b>18</b>
10.1 The grant agreement	18
10.2 How the grant will be paid	19
10.3 Grant Agreement variations	19
10.4 Performance indicators	20
10.5 Activity reporting	20
<b>11. Announcement of grants</b>	<b>21</b>
<b>12. Delivery of grant activities</b>	<b>21</b>
12.1 Your responsibilities	21
12.2 NDIA's responsibilities	22
12.3 Grant payments and GST	22
12.4 Evaluation	23
12.5 Acknowledgement	23
<b>13. Probity</b>	<b>23</b>
13.1 Complaints process	23
13.2 Conflict of interest	24
13.3 Privacy: confidentiality and protection of personal information	25
13.4 Freedom of information	26
<b>14. Glossary</b>	<b>27</b>

## Introduction

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# 1. ILC National Readiness (Round 2): Information, Linkages and Referrals Grant Opportunity Process

### **The Program is designed to achieve Australian Government objectives**

This ILC grant opportunity is part of the Community Inclusion and Capacity Development (CICD) Program under the National Disability Insurance Scheme (NDIS). This ILC grant opportunity will help to deliver on the objective of CICD which is to provide funding to organisations to assist them to increase social and community participation for people with disability. The NDIA works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



### **The grant opportunity opens**

We publish the grant guidelines and advertise on GrantConnect and the Community Grants Hub website



### **You complete and submit a grant application using the application form**



### **We assess all grant applications**

We assess the applications against eligibility criteria and notify you if you are not eligible



### **We make grant recommendations**

We provide advice to the NDIA Delegate on the merits of each eligible application.



### **Grant decisions are made**

The Expert Panel evaluate and make a recommendation to the NDIA Delegate who decides which grant 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 will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



### **Delivery of grant**

Successful grantees 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 ILC National Readiness (Round 2): Information, Linkages and Referrals**

We evaluate the specific grant activity and the ILC National Readiness (Round 2): Information, Linkages and Referrals as a whole. We base this on information you provide to us and that we collect from various sources.

## 1.1 Role of the Community Grants Hub

This ILC grant opportunity will be administered by the Community Grants Hub on behalf of the National Disability Insurance Agency (NDIA) under a Whole of Australian Government initiative to streamline grant processes across agencies.

## 1.2 About the Program

The Community Inclusion and Capacity Development (CICD) Program was established as part of the National Disability Insurance Scheme (NDIS) funding commitment in the 2013-14 Portfolio Budget Statement (PBS). The CICD Program was established as the mechanism through which the ILC component of the NDIS was to be funded.

The CICD Program budget for 2017-18 to 2020-21 that is being used to deliver ILC is detailed below.

Financial Year	Amount
2017-18	\$68,871,000
2018-19	\$105,264,000
2019-20	\$119,348,000

Financial Year	Amount
2020-21	\$118,603,000

\* National Disability Insurance Agency Portfolio Budget Statements 2017-18.

The objective of the CICD Program is to build innovative ways to increase the independence, social and community participation of people with a disability. These Grant Opportunity Guidelines detail how ILC will provide grants funding to organisations to achieve this objective.

### 1.3 Scope and purpose of ILC

The scope and purpose of ILC was agreed by the Disability Reform Council in July 2015 and is described in the [ILC Policy](#). The ILC Commissioning Framework built on the ILC Policy to articulate the goals and outcomes expected for ILC. These Grant Opportunity Guidelines should be read alongside the ILC Policy.

The scope of these Grant Opportunity Guidelines covers the following four Activity Areas described in the ILC Policy:

- Information, linkages and referrals;
- Capacity building for mainstream services;
- Community awareness and capacity building; and
- Individual capacity building.

The remaining ILC Activity Area included in the ILC Policy is Local Area Coordination (LAC). LAC is not in scope for the CICD Program nor these Grant Opportunity Guidelines. LAC is funded through the NDIS Partners in Community Program. The Partners in Community Program has its own program guidelines and application process. Any reference in this document referring to ILC funding therefore excludes LAC. Where there is an inconsistency between the ILC Policy, the ILC Commissioning Framework and these Grant Opportunity Guidelines, these Grant Opportunity Guidelines will prevail.

The NDIA will progressively introduce ILC in states and territories across Australia (except Western Australia). Each state and territory will transition into full ILC at a time that aligns to their broader transition to the NDIS. Prioritisation of funding within the CICD Program Guidelines will however change over time and across jurisdictions reflecting negotiations with jurisdictions and locally based need and opportunities as they arise. The NDIA therefore reserves the right to update and to publish new Grant Opportunity Guidelines as required. Any such updates will be made available via the NDIA's website.

The Commonwealth and Western Australian Governments have signed a Bilateral Agreement covering the implementation of the NDIS in Western Australia, which provides for Western Australia to fund ILC in that State. Organisations that are successful in receiving a grant under these Grant Opportunity Guidelines will not be funded to deliver activities in Western Australia.

All ILC grants rounds funded through the CICD Program will be undertaken according to the *Commonwealth Grants Rules and Guidelines (CGRGs)*.

## 1.4 ILC Activity Areas and Outcomes

### What is ILC trying to achieve?

We have developed two goals for ILC and five outcomes that, when achieved, will show us that we have reached those goals. The goals are that:

**People with Disability** – People with disability have the ability to achieve their goals (capability); and

**Community** – People with disability are included in all aspects of community life (opportunity).

The outcomes are that people with disability:

1. Are connected and have the information they need to make decisions and choices.
2. Have the skills and confidence to participate and contribute to the community and protect their rights.
3. Use and benefit from the same mainstream services as everyone else.
4. Participate in and benefit from the same community activities as everyone else.
5. Actively contribute to leading, shaping and influencing their community.

Applicants should note that Information, Linkages and Referrals is the only ILC activity area in-scope for this ILC grant opportunity. Information, Linkages and Referrals are activities that make sure people with disability and their families and carers have access to up-to-date, relevant and quality information and that they are linked into services and supports in the community that meet their needs. Investment in this activity area aims to primarily achieve Outcome 1 described above, however, it will also contribute to achieving outcomes 2, 3, 4 and 5.

### ILC Focus Areas

The NDIA seeks to ensure that the activities funded through ILC meet the diverse needs of all people with disability, as well as their families and carers across Australia. The NDIA has identified five Focus Areas that are priorities for ILC funding.

**Table 1: ILC Focus Areas**

Focus Area	Description
1. Specialist or expert delivery	ILC will focus on activities that provide specific skills and knowledge in relation to disability – for example, diagnostic specific expertise or expertise in particular models of support or capacity building.
2. Cohort-focused delivery	ILC will focus on activities for specific groups of people that require detailed cultural or other knowledge to be effective – for example, multilingual activities to assist Aboriginal and Torres Strait Islander peoples or people from culturally or linguistically diverse backgrounds.

Focus Area	Description
3. Multi-regional activities	ILC will focus on activities that would be inefficient if delivered separately in different local areas – for example, advice or information that is not based on location and could be relevant anywhere.
4. Remote/rural delivery	ILC will focus on ensuring activities are designed to address local needs, circumstances and conditions in rural and remote locations.
5. Delivery by people with disability, for people with disability	ILC will focus on supporting organisations that are run and controlled by people with disability. These are sometimes called user-led organisations.

Both the Activity Areas and Focus Areas are broad – applicants have the opportunity to explain the change they want to see in their community and show why it will make a difference to the lives of people with disability. Applicants can then propose new or innovative solutions to how they might bring about that change.

ILC will make an important contribution to the inclusion of people with disability. Along with other government-funded services and the National Disability Strategy, ILC will contribute to making sure the community becomes more accessible and inclusive of people with disability, ILC enables people with disability to live an ordinary life and also contributes to the sustainability to the NDIS in the long run.

### 1.3 About the ILC National Readiness Grants (Round 2): Information, Linkages and Referrals Grant Opportunity

These guidelines contain information for the ILC National Readiness (Round 2) Grant Opportunity (the ILC grant opportunity).

This ILC grant opportunity is part of the CICD Program.

The objective of the ILC grant opportunity is to support projects aligned to the ILC Policy that will:

- build the capacity and readiness of organisations and the community to operate within a nationally consistent approach to ILC; and
- build the foundations required to deliver ILC activities on a national scale.

This objective will be achieved by funding activities that reduce duplication of effort and/or demonstrate effective and efficient outcomes for people with disability with opportunity to scale or transfer to other areas; and/or inform the development of models of good practice, including at the national level, to deliver ILC outcomes.



## 1.4 Focus of this grant round – Information, Linkages and Referrals

This ILC grant opportunity will target the following activity area from the ILC Policy:

- **Information, Linkages and Referrals** – which is targeted towards activities that provide people with disability and their families and carers with access to up-to-date, relevant and quality information and/or make sure they are linked into services and supports in the community that meet their needs.

Applications targeting any of the other Activity Areas from the ILC Policy will **not** be funded as part of this ILC grant opportunity.

The Information, Linkages and Referrals Activity Area is being targeted so that that the foundations required for national delivery of these types of activities are built ahead of the national rollout of ILC in 2019-20.

The funding priorities for this ILC grant opportunity are:

investing in activities that can be delivered nationally or across multiple states and territories, effectively and efficiently;

- investing in the piloting of activities in a location which demonstrate scalability to other locations;
- investing in activities that reduce duplication and enhance quality and ease of access to information;
- investing in activities that involve a range of delivery channels including but not limited to web-based, face to face, phone-based, so that the diverse information needs of people with a disability are met; and
- informing development of models of good practice, including at the national level, to deliver ILC outcomes.

This document sets out:

- the purpose of the ILC grant opportunity;
- the eligibility and assessment criteria;
- how grant applications are monitored and evaluated; and
- responsibilities and expectations in relation to the opportunity.

You should read these Grant Opportunity Guidelines before filling out an application.

## 2. Grant details

### 2.1 Grant amount

Up to \$25,300,000 (Inc. GST) is available for this ILC grant opportunity in 2017-18, and up to \$4,781,700 (Inc. GST) in 2018-19.

There is no maximum limit on the amount that can be applied for. Applicants should, however, be aware that the amount of funding applied for will be taken into account when determining whether or not an individual application represents value for money.

## 2.2 Grant Term

The NDIA intends to fund both 1 and 2 year grants. If your application is successful, your project must be completed within the term of the agreement with the NDIA, unless an extension is agreed in writing with the NDIA.

## 2.3 Grant Application Thresholds

There is no maximum limit on the amount that can be applied for within the available funding. Applicants should, however, be aware that the amount of funding applied for will be taken into account when determining whether or not an individual application represents value for money.

# 3. Grant eligibility criteria

An application will not be considered if it does not satisfy all the eligibility criteria.

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

The NDIA may invite the following entity types to apply for a grant through this ILC grant opportunity:

- a. Incorporated Associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name)
- b. Incorporated Cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal name)
- c. Companies (incorporated under the *Corporations Act 2001* – may be a proprietary company (limited by shares) or public companies (limited by shares or by guarantee)
- d. Aboriginal Corporations (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*)
- e. Organisations established through a specific Commonwealth or state/territory legislation (e.g. public benevolent institutions, churches, universities etc.)
- f. Partnerships and consortia (one organisation will have to nominate as the lead entity)
- g. Trustees on behalf of a Trust
- h. State and Territory Governments and their agencies
- i. Local Governments

Organisations will **not** have to be a registered provider of supports with the NDIA to apply for an ILC grant.

## 3.2 Organisations registered as providers of support with the NDIA

Registered providers of support can apply for a grant under this ILC grant opportunity. The NDIA recognises that in a small number of cases, conflicts of interest could potentially emerge. Organisations intending to apply for funding should refer to the Conflict of Interest section (section 13.2) in this document.

## 3.3 Local Area Coordination and/or Early Childhood Early Intervention Partners

Organisations partnering with the NDIA to provide Local Area Coordination (LAC) and/or Early Childhood Early Intervention (ECEI) services through the NDIS Partners in the Community Program are eligible to apply for funding for activities that do not duplicate activities that would be expected to be achievable through their Partner role. Organisations intending to apply for funding under these Grant Opportunity Guidelines should refer to the Conflict of Interest section (Section 13.2) in these Guidelines.

## 3.4 What qualifications or skills are required?

If you are successful in securing a grant, you will need to make sure that the staff working on the grant activity with direct contact with people in the delivery of the grant activity maintain the following:

- Working with Children Check; and
- Working with Vulnerable People registration.

# 4. Eligible grant activities

## 4.1 What can the grant money be used for?

You must use the grant to deliver an approved project that meets the aims and objectives of the funded activity as defined in your grant agreement.

You can use the grant to pay for:

- staff salaries and on-costs that can be directly attributed to the provision of the project in the identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the project (except mainstream staff engaging in mainstream activities)
- operating and administration expenses directly related to the project as per the grant agreement, such as:
  - telephones;
  - rent and outgoings;
  - computer/ IT/website/software;

- insurance;
- utilities;
- postage;
- stationery and printing;
- accounting and auditing;
- travel/accommodation costs; and
- assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables, and
- A proportion of the grant funding can be used for evaluation of the funded project to demonstrate delivery of outcomes.

You can only spend grant funds on eligible grant activities as defined in the grant details in your grant agreement.

## 4.2 What the grant money cannot be used for?

Ineligible activities are those activities:

- that are eligible to be available to an individual through their NDIS plan.
- where funding is more appropriately provided by other mechanisms or support services such as “reasonable adjustment” under the *Disability Discrimination Act 1992* (Cth), such as:
  - equipment or renovation works to make a facility more accessible;
  - physical access to the activities of clubs and associations;
  - staff training or professional development on disability inclusion that should be funded by an employer;
  - Education support, learning resources or equipment that could be provided through schools;
  - workplace adjustments such as purchasing or modifying equipment like voice-activated software for someone with a vision impairment, an amplified phone for a person who is hard of hearing, or a digital recorder for someone who finds it difficult to take written notes; and
  - Employment support that could be provided through government-funded employment programs such as Disability Employment Services or jobactive.
- that are considered by the NDIA as being eligible for funding support through a more appropriate source (such as the Sector Development Fund or the National Disability Advocacy Program, other grant programs, or another ILC grant round).
- for which other Commonwealth, state, territory or local government bodies have responsibility for ensuring access and inclusion of people with disability. For example:
  - Education – ILC grants cannot be used to pay for the cost of teachers or childcare workers to undertake disability inclusion training;
  - Transport – ILC grants cannot be used to fund capital works to make a transport facility more accessible;
  - Health – ILC grants cannot be used to pay for the cost of health professionals to undertake disability inclusion training; and
  - Employment – ILC grants cannot be used to fund activities that are the responsibility of the Disability Employment Services’ ‘Employment Assistance Fund’ which provides financial support for work-related equipment,

modifications and services to adjust the workplace to suit employees with disability.

- that duplicate the role of NDIS Partners in the Community (Local Area Coordination and/or Early Childhood Early Intervention). Examples include:
  - Providing information or referral for young children aged 0 to 6 with developmental delay; and
  - Local community awareness.
- that are peak body activities, such as policy advice, advocacy or operational costs.
- that provide individual, legal representation or systemic advocacy.

Grants are not provided for:

- purchase of land;
- wages;
- major capital expenditure;
- the covering of retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent;
- major construction/capital works;
- overseas travel; and
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

## 5. The grant selection process

For this ILC grant opportunity round the NDIA is using an open, competitive process. This process will be managed by the Community Grants Hub.

First we will assess your application against the eligibility criteria. Only eligible applications will move to the next stage.

We will then assess your application against the criteria set out below and against other applications. Your application will be considered on its merits, based on:

- how well it meets the criteria; and
- how it compares to other applications.

An overarching consideration to be made once each application has been evaluated against the selection criteria detailed below, is the extent to which the application represents value for money. In terms of value for money, Applicants should demonstrate value for money by:

- considering, when developing their proposals, how best to deliver the activities to target groups or individuals. This may involve using existing processes and technologies or professional standards, or it may involve innovation and performance improvement by the Applicant;
- having in place an effective risk management approach that will minimise potential waste of grant money;
- having processes in place for ongoing monitoring and management of the project/task/services funded by the grant, as appropriate. This may involve the

- effective use of organisational processes, procedures and systems to produce the required reporting information; and
- considering both the financial and non-financial costs and benefits of each activity proposal throughout the whole grant cycle.

## 6. The assessment criteria

You will need to address **all** of the following assessment criteria in your application. We will judge your application based on the weighting given to each criterion. The amount of detail and supporting evidence you provide in your application should be relative to the project size, complexity and grant amount requested.

Applicants must respond to the criteria below:

### **Criterion 1 – Demonstrate needs, approach and outcomes that contribute to increasing social and community participation for people with disability**

- Describe the need this project will address and provide evidence of the need.
- Explain how the project will address the need and detail specific activities to be delivered.
- Demonstrate the project is consistent with the Information, Linkages and Referrals activity area defined as making sure that people with disability, their families and carers:
  - have access to up-to-date relevant and quality information;
  - are linked into services and supports in the community that meet their needs; and
- Explain how you will measure your contribution to ILC outcomes.

### **Criterion 2 – Project management**

- Describe how you will undertake the following in delivering your project:
  - Involving people with disability including roles at a governance, staff or volunteer level;
  - Project management including how any risks will be identified and managed;
  - Project governance;
  - Stakeholder engagement; and
  - Budget management.

### **Criterion 3 - Demonstrated organisational capability**

- Outline your organisation's history of successful delivery of activities similar to this application.

### **Criterion 4 – Sustainability**

- Demonstrate how the proposal will ensure knowledge and skills transfer are embedded at an individual, organisational and/or community level.

All assessment criteria are given an equal weighting. Your response to each assessment criterion is limited to 900 words. When assessing applications, the NDIA reserves the right to not take into account any words in excess of this limit.

## 7. The grant application process

### 7.1 Overview of application process

Before you submit an application you must read these Grant Opportunity Guidelines, the application form and the grant agreement. Before you submit an application you should also familiarise yourself with the ILC Outcomes Framework (Discussion Starter), which can be found at: [ILC Toolkit](#).

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration.

You must address all of the eligibility and assessment criteria to be considered for a grant. Please complete each section of the application form and make sure you provide the information we have requested.

The NDIA is not under any obligation to fund every application that meets the CICD Program objectives and assessment criteria. During the process, applications that are found to be suitable will be subject to a comparative assessment. If the NDIA considers that applications received are unlikely to:

- (i) meet the NDIA and CICD Program objectives; or
- (ii) deliver a satisfactory result for the community

all or part of the funding round may be withdrawn or readvertised at the NDIA's discretion; or the NDIA may decide to conduct a new and/or different selection process for the funding round. For all funding rounds or opportunities, the NDIA delegate will ultimately determine whether an application will receive funding and/or whether the allocated budget for the funding round is fully expended.

### 7.2 Application process timing

You must submit your application by the closing time and date below. Late applications will not be accepted. If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the Community Grants Hub may determine that there were exceptional circumstances beyond the applicant's control that meant they could not meet the deadline. Examples of exceptional circumstances could include, but may not be limited to:

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

Information on the Community Grants Hub [late application policy](#) is available on the [Community Grants Hub](#) website.

The expected start date for the granting activities is April 2018 and the expected end date is dependent on the term of the grant offered. You must spend the grant by the end date of the agreement.

**Table 1: Expected timing for this grant opportunity**

Activity	Timeframes
Application period	Open: 16 August 2017 Close: 29 September 2017
Assessment of applications	Anticipated through to December 2017
Notification to unsuccessful applicants	Anticipated January 2018
Negotiations and award of grant agreements	Anticipated February 2018
Activity commences	Anticipated April 2018
End date	Dependent on the term of agreement

## 7.3 Completing the grant application

You must submit your grant application using the application form, which is part of the Application Pack available on the GrantConnect and Community Grants Hub websites. The application form includes help information.

This is an online application form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The Community Grants Hub will not provide application forms or accept applications for this ILC grant opportunity by fax or mail. If your application is sent by fax or mail, it will not be assessed.

You must make sure that your application is complete and accurate and submitted in accordance with these Guidelines.

You cannot change your application after it has been submitted.

An Applicant may submit a maximum of three applications subject to the following:

- Each application activity must be different; and
- Must clearly articulate the differences between each application (different geographical areas does not constitute different applications).

Applications will be assessed against the eligibility criteria. Only eligible applications will move through the assessment process. If more than three applications per applicant are received, the latest eligible application will be progressed.

## 7.4 Attachments to the application

The following documents must be included with your application:



- An indicative budget (template provided)
- Two most recent sets of year-end financial statements

Your supporting documentation should be attached to **the application form**. There will be instructions in the application form to help you. **Only attach the documents you have been asked to include.**

If you do not use the template provided or it is not complete, your application will be considered not compliant and will not progress to assessment.

**Please note:** There is a 2mb limit for each attachment.

## 7.5 Questions during the application process

If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 or email to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub will respond to emailed questions within five working days.

Answers to questions will be posted on GrantConnect and the Community Grants Hub website.

The question and answer period will close at 5:00 pm AEST on Friday 22 September 2017. Following this time, only questions relating to using and/or submitting the application form will be answered.

## 8. Assessment of grant applications

### 8.1 Who will assess applications?

An assessment team comprised of staff from the Community Grants Hub will assess all eligible and compliant applications based on their merits. The assessment team will report on its assessment of applications to an Expert Panel.

The Expert Panel may include a mix of employees of the NDIA, Commonwealth, State and Territory Governments, people with disability, and people of specialist relevant expertise.

The Expert Panel will consider the extent to which applications represent value for money and make recommendations to the NDIA Delegate having regard to:

- alignment with ILC Policy and outcomes;
- overall investment mix;
- risks and their management – including financial risk, organisational capability, organisational type and value of the proposed grant;
- activity mix by grant recipient;
- activity location and activity type competency;
- existing and potential activity gaps; and
- the provisional ranking of all applicants.

The Expert Panel may seek information about you or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The

Expert Panel may also consider information about you or your application that is available through the normal course of business and/or publicly available.

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

## 8.2 Who will approve grants?

The Expert Panel will make recommendations to the NDIA Delegate who will make the final decision in relation to each application.

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

- the approval of any grant;
- the grant funding amount to be awarded;
- the terms and conditions of the grant; and
- unsuccessful applications.

The NDIA Delegate will not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

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

## 9. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the NDIA Delegate. If you are successful, you will also be advised about any specific conditions attached to the grant.

If you are unsuccessful, you will be notified in writing.

### 9.1 Feedback on your application

Individual feedback will not be provided for this funding round. Instead, a Feedback Summary will be publicly released to provide general round-specific information. The Feedback Summary will include main strengths and areas of improvement for the applications received in this round.

## 10. Successful grant applications

### 10.1 The grant agreement

If you are successful, you must enter into a legally binding grant agreement with the NDIA. The NDIA will issue you with a Grant Agreement which will consist of standard terms and conditions that cannot be changed. A schedule may be used to outline the specific grant

requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

## 10.2 How the grant will be paid

The grant agreement will state the:

- maximum grant amount to be paid.

Grant funding will be paid:

- As specified within the Grant Activity Work Plan as you achieve agreed milestones and otherwise comply with the grant agreement.

The amount of each payment will be based on conditions of payment (e.g. satisfactory progress reports, evidence of purchase of equipment, approvals etc) or where negotiated and agreed, a payment may be made as an initial payment on execution of the grant agreement. The NDIA will make subsequent payments progressively based on your progress reports.

## 10.3 Grant Agreement variations

We recognise that unexpected events may affect the progress of a project. In these circumstances, you can request a project variation, including:

- changing project milestones
- extending the timeframe for completing the project but within the maximum time period allowed for this grants round which is by 30 June 2019
- or by negotiation on any other parameter (except scope and or geographical coverage).

The program does not allow for:

- an increase to the agreed amount of grant funds.

If you want to propose changes to the Grant Agreement, you must put them in writing before the grant agreement end date. Contact the Grant Agreement manager for further information. We will not consider changes after the Grant Agreement end date.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome
- consistency with the program policy objective and any relevant policies of the NDIA
- changes to the timing of grant payments
- availability of program funds.

## 10.4 Performance indicators

The Grant Agreement for each Activity funded through this ILC grant opportunity will include performance indicators and outcomes measures that are both specific to the funded activities and that can be traced to one or more of the CICD Program's own performance indicators.

Grant Recipients will be required to report both on outputs and outcomes and this will be documented and agreed through the Activity Work Plan. Key performance indicators will be included in Grant Agreements and identified through the Activity Work Plan. This will contribute to the NDIA's ability to track the impact of individual activities funded through the CICD Program as well as the impact of the CICD Program overall.

If a decision is made to fund an Application, performance indicators will be developed in accordance with the ILC Outcomes Framework with the minimum reporting requirements to comprise of two components:

- a description of what is being measured (e.g. activities, performance or outcomes); and
- targets describing the level of performance of that indicator (e.g., how many, how often, or how well something is being done).

Project specific reporting will be defined on an individual project basis. Information needed to evaluate service delivery/project performance, will be required to be reported via the NDIA approved mechanisms outlined in the Grant Agreement with the NDIA. Full details of reporting requirements will be listed in the Grant Agreement for each Grant Recipient.

## 10.5 Activity reporting

If an application is approved for funding, the Grant Agreement will specify the type and frequency of reports the Grant Recipient will be required to submit. The reporting requirements will fall into two categories; activity reporting and financial reporting.

Activity reports: detail progress of the grant activities. The form and content of activity reporting will vary according to the type of activity being funded. The frequency and type of reporting required will also be determined by the size of the grant amount and its risk rating.

The detail of reporting requirements for each Grant Recipient may include:

- monitoring and reporting of process outcomes. This may include identification of enablers and barriers to successful implementation of the activity as well as Grant Recipient's reflections on the process of embedding an outcomes orientation in their business.
- monitoring and reporting of activity outcomes. This may include measures of outputs (how much is being done), quality (how well is it being done) and the difference made (what was the change for the beneficiaries of the activity) in accordance with key performance indicators in the Grant Agreement.

Financial reports: cover a range of financial requirements and obligations which must be met by the Grant Recipient, some of which are common to each agreement and others which will

be negotiated as specific deliverables or discrete reporting elements unique to particular grants depending on the size and complexity of the grant. These requirements may include:

- Financial acquittal reports reflecting accurate records and accounts for expenditure of all grant funds;
- Activity Audits. Usually reserved for high-risk, high-value grant activities, or where deemed necessary by the NDIA (the Grant Agreement template allows for external audits at the NDIA's discretion);
- Milestone or periodic reports. The number and type of these reports will be specified on an individual grant basis in the Grant Agreement; and
- Information Technology.

Grant Recipients may be required to have systems in place to allow them to meet their data collection and reporting obligations outlined in their Grant Agreement.

Performance information (e.g. client characteristics and service delivery information) may be required to be collected by service providers at the client level and entered directly into the NDIA client data capture system, its predecessor or via an NDIA approved alternative mechanism. Where the collection of client level data is not appropriate for instance due to the activity involving a large group, aggregate reporting will be permitted.

The NDIA will aim to negotiate agreements with successful applicants by April 2018. If there are unreasonable delays in finalising a Grant Agreement, the grant offer may be withdrawn and the grant may be awarded to a different applicant.

Where a Grant Recipient fails to meet the obligations of the Grant Agreement, the NDIA may withdraw the offer for a grant and cease any further negotiations.

You should not make financial commitments until a Grant Agreement with your Applicant organisation has been executed by the NDIA.

## 11. Announcement of grants

If successful, your grant will be listed on the NDIS website 14 days after the date of effect as required by Section 5.3 of the CGRGs.

## 12. Delivery of grant activities

### 12.1 Your responsibilities

You must submit reports in line with the timeframes in the Grant Agreement. We will provide sample templates for these reports in the Grant Agreement. We will expect you to report on:

- progress against agreed project milestones;
- contributions of participants directly related to the project;
- eligible expenditure of grant funds; and
- outcomes report.

You will also be responsible for:

- meeting the terms and conditions of the Grant Agreement and managing the activity efficiently and effectively;
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement; and
- participating in a grant program evaluation as specified in the grant agreement.

## 12.2 NDIA's responsibilities

The NDIA has responsibility for the day to day oversight of the CICD Program. For individual grants the NDIA will:

- identify suitable Applicants to deliver the Activities required as per these Grant Opportunity Guidelines;
- administer the CICD Program in a professional and effective manner, and in accordance with applicable legislation (e.g. the *National Disability Insurance Scheme Act 2013*, *Public Governance Performance Accountability Act 2013*, Commonwealth Grant Rules and Guidelines);
- work with Grant Recipients to ensure the CICD Program is implemented to agreed standards and within the approved budget and timeframe;
- in approving activities for funding, ensure that relevant outcomes expressed within these ILC grant opportunity guidelines are achieved;
- work to ensure that the outcomes contained within the CICD Program Guidelines are being met and evaluate the organisation's performance against the Activity outcomes;
- publish information on the successful grants on the NDIS website;
- monitor the progress of project by assessing submitted reports;
- conduct site visits to confirm details of your reports if necessary;
- occasionally, where required, need to re-examine claims, seek further information or request an independent audit of claims and payments;
- will evaluate the CICD Grant program to measure how well the outcomes and objectives have been achieved. The Grant Agreement will require Grant Recipients to provide information to help with this evaluation.

## 12.3 Grant payments and GST

Payments under the Grant Agreement will be GST inclusive if the Grant Recipient is in scope for GST; otherwise payments will be made GST exclusive.

Before any payments are made, the Grant Recipient must provide:

- a tax invoice for the amount of the payment (the Australian Government's default invoice process is Recipient Created Tax Invoices)
- evidence that the Grant Recipient has achieved the associated milestone
- any other conditions of payment (e.g. evidence of purchase of equipment, satisfactory progress report, approvals, and any other documentation).

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a Grant Agreement. You can also visit the Australian Taxation Office [website](#) for more information.

## 12.4 Evaluation

The NDIA will evaluate the grants awarded through this ILC grant opportunity to measure how well the outcomes and objectives have been achieved. The Grant Agreement requires Grant Recipients to provide information to help with this evaluation.

## 12.5 Acknowledgement

All publications relating to grants under the Program must include the following acknowledgement:

“Funded by the NDIS through the Information, Linkages and Capacity Building (ILC) – ILC National Readiness Grants”.

## 13. Probity

The NDIA and the Community Grants Hub and GrantConnect will make sure that the program 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.

**Note:** These guidelines may be changed from time-to-time by NDIA. When this happens the revised guidelines will be published on [GrantConnect](#), the Community Grants Hub and the NDIA website.

### 13.1 Complaints process

The Community Grants Hub's [Complaints Policy and Procedure](#) apply to complaints about the Program. All complaints about a grant process must be lodged in writing.

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

If you do not agree with the way the NDIA or Community Grants Hub 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 NDIA.

Applicants can contact the complaints service with complaints about Community Grants Hub's service(s) or the application process.

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub. Applicants can lodge complaints through the following channels:

Telephone: 1800 634 035  
Fax: (02) 6204 4587  
Mail: Community Grants Hub Complaints  
PO Box 7576  
Canberra Business Centre ACT 2610

Applicants can also lodge a complaint about the Department's service(s) using the complaints form on the Department's [website](#).

If an Applicant is at any time dissatisfied with the Department or the Community Grant Hub's handling of a complaint, they can contact the Commonwealth Ombudsman.

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 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a conflict of interest or perceived conflict of interest, if NDIA 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
- has a relationship with an organisation relationship with, or in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the Program.

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 identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the NDIA in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

Any conflicts of interest that are identified will be assessed and handled as set out in Australian Government policies and procedures. 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*.



## 13.3 Privacy: confidentiality and protection of personal information

We handle your personal information in accordance with law, including the Australian Privacy Principles under the *Privacy Act 1988* and the *National Disability Insurance Scheme Act 2013*. This includes letting you know:

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

Further information about how we handle your personal information is found in our Privacy Policy (found at [www.ndis.gov.au/privacy](http://www.ndis.gov.au/privacy)).

You are required, as part of your application, to declare your ability to comply with the *Privacy Act 1988* and the *National Disability Insurance Scheme Act 2013* and impose the same privacy obligations on any subcontractors you engage to assist with the activity. You must ask for the NDIA's consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The NDIA may also use and disclose information about grant applicants and grant recipients under the Program in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We may disclose information to:

- the Expert Panel and other NDIA 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.

We may share the information you give us with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *National Disability Insurance Scheme Act 2013*

- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *Public Governance, Performance and Accountability Act*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995*

We will treat the information you give us as confidential if it meets all of the four 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. disclosing the information would cause unreasonable harm to you or someone else; and
4. you provide the information with an understanding that it will stay confidential.

The grant agreement will include any specific requirements about special categories of information collected, created or held under the grant agreement.

## 13.4 Freedom of information

All documents in the possession of the NDIA, including those about the Program, are subject to the *Freedom of Information Act 1982 (FOI Act)*.

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by certain exemptions set out in the FOI Act.

Documents held by you may be accessible through Freedom of Information requests made to the NDIA if the NDIA has a right to access those documents. You must agree to cooperate with the NDIA upon request in processing any freedom of information request relating to the Program.

All freedom of information requests must be referred to the Freedom of Information team by email to:

[foi@ndis.gov.au](mailto:foi@ndis.gov.au)

## 14. Glossary

Term	Definition
assessment criteria	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 granting activity, to determine applicant rankings. (as defined in the CGRGs)
date of effect	This will depend on the particular grant. It can be the date in 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.
eligibility criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
grant	<p>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"> <li>a) under which relevant money or other CRF money, is to be paid to a recipient other than the Commonwealth; and</li> <li>b) which is intended to assist the recipient achieve its goals; and</li> <li>c) which is intended to help address one or more of the Australian Government's policy objectives; and</li> </ul> <p>under which the recipient may be required to act in accordance with specified terms or conditions.</p> <p>CGRGs section 2.3</p>
grant activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.
grant agreement	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant.
Grantee or Grant Recipient	An individual/organisation that has been awarded a grant.
NDIA Delegate	NDIA CEO

<b>Term</b>	<b>Definition</b>
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.