

Questions and Answers

Boosting the Local Care Workforce Program

The following questions and answers are for this grant opportunity only. New questions are added to the end of this document as they arise and are numbered chronologically.

Please also read the [Frequently Asked Questions page](#) on the Community Grants Hub website for general information about applying for grants.

1. What is the closing time and date for applications?

The Application Form must be submitted by **2.00pm Canberra local time on Tuesday 26 September 2017**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions will not be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the [late application policy](#) available on the Community Grants Hub website will apply.

3. Are not for profit organisations eligible to apply?

Yes, however eligible applicants will only be considered through a restricted competitive grant process. The Department of Social Services has invited ten organisations to apply based on their experience delivering transition support and advice to businesses across Australia, and the ability to deliver the scope of support provided under the Grant Opportunity. No further organisations will be invited to apply.

4. What attachments do I need to include in my application?

A requirement for the funding round is that attachments specified in the Grant Opportunity Guidelines **must** be provided with your application.

If you do not attach the documents specified in the Grant Opportunity Guidelines your application **will not** be assessed.

5. How much funding is available for this Program?

The Australian Government has announced a total of \$33 million over three years for the *Boosting the Local Care Workforce Program*.

6. Is the funding on-going?

No, funding will be available over three years (2017-18, 2018-19, and 2019-20) only.

7. If my organisation is a part of a group of organisations, can we submit a joint application through a consortium (joint) arrangement?

A joint application can be submitted. The joint application must include details of each of the organisations under 'Activity Details' in the Application Form. The Community Grants Hub may ask for further information regarding the members of the consortium before any agreement being finalised. If a joint application is successful, the Department of Social Services will enter into a Grant Agreement with the nominated lead organisation.

8. What is a lead organisation?

A lead organisation must be an incorporated body which is able to enter into the Grant Agreement.

If you submit a joint application, you must nominate a lead organisation for the application. The lead organisation must complete the application form and identify all other members of the proposed consortium in the application. The lead organisation must be one of the organisations that were invited to apply for the grant opportunity by the Department of Social Services. The lead organisation for the project will, if your application is successful, sign the Grant Agreement, receive the funding and take legal responsibility for performing the activities and meeting the outcomes of the Grant Agreement.

9. Would the Department prefer a consortium (joint) arrangement?

Applications from consortia are acceptable, provided you have a lead organisation who is the main driver of the project that was invited by the Department of Social Services, and is willing to enter into the Grant Agreement on behalf of the other members of the consortium. Note that individual and consortia/joint applications will be considered equally.

10. What are the contract conditions for this grant?

A copy of the Terms and Conditions and Supplementary Conditions for the Grant Agreement is included in the Application Pack.

11. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the assessment process.

12. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au or for general enquiries call the Grants Hotline on 1800 020 283.

13. What Feedback will be available for this funding round

No individual feedback will be provided for this funding round.

A Feedback Summary will be provided in an email to each applicant following the finalisation of the funding round. The Feedback Summary will provide general round-specific information and will include main strengths and areas of improvement for the applications received in this round.

14. How will the grant be paid?

The grant funding will be paid as you achieve agreed milestones. The Department of Social Services will make an initial payment on execution of the Grant Agreement, subsequent payments will be made based on your progress reports and eligible expenditure, and the final payment will be made when you submit a satisfactory final report. Note that the final payment will be twenty per cent of the total grant; as such, the Department of Social Services may need to adjust your progress payments. Funds for the *Sector Transition and Employer Support Initiative* must be kept in a separate bank account used exclusively for that purpose.

15. Where will the Program be delivered?

The Program will be delivered nationally, with particular focus on providers in regional, rural and outer-metropolitan areas. As part of the *Care Workforce Regional Coordination Initiative*, as outlined in Appendix A of the Grant Opportunity Guidelines, up to 25 skilled Regional Coordinators will be engaged to work in selected locations across Australia.

16. How will Care Workforce Regional Coordinators and Specialist Coordinators be employed, and what qualifications will they need to have?

The Department of Social Services does not stipulate how Care Workforce Regional Coordinators and Specialist Coordinators are employed. The lead organisation will be responsible for employing coordinators.

Care Workforce Regional Coordinators will be required to have effective communication skills to liaise with local providers and state and territory program officials, and strong data collection and reporting skills to inform the National Provider and Sector Transition Coordinator of Intelligence.

Specialist Coordinators will be required to analyse and assess issues within their areas of expertise, engage with key stakeholders, and work closely with Care Workforce Regional Coordinators and local providers. Specialist Coordinators must have strong analytical skills in identifying risks and areas of market underutilisation and unmet demand.

Role descriptions including key skills and competencies will be provided to the lead organisation to assist in employing Coordinators.

17. How is the decision to make a Sector Transition and Employer Support (STES) grant made?

The grantee will develop specific and detailed criteria for disability service provider eligibility for sector transition support which will be agreed by the Department of Social Services and outlined in the Activity Work Plan. The grantee will assess providers for sector transition support eligibility using a suitable provider readiness tool agreed with by the Department of Social Services. It should be noted that providers that have not received support through similar transition grants processes and those in rural, regional and outer-metropolitan areas will be prioritised.

Questions and Answers updated on 21 September 2017

18. Are there are specific restrictions on the proportion of funding under each stream that can be used by the successful bidder for a) management and administration b) consultancy and advice to eligible providers.

There are no restrictions. This will be a business decision of the selected applicant.

19. What are permissible services that can be accessed through the funding?

Services will be dependent on the needs of the providers being assisted and what is outlined in their Action Plan. As outlined in the Grant Opportunity Guidelines, the types of supports available may include:

- Business modelling;
- Coaching and mentoring of existing and new staff;
- Marketing strategies;
- Upgrading IT equipment/software;
- Assistance to identify capability gaps in an organisation;
- Transition assistance; and other analysis.

20. Will DSS provide the core grants systems? Will the successful organisation/s be required to use and interface with FOFMs? What level of underlying payment system investment does DSS expect of the successful organisation/s?

The Department of Social Services (DSS) will not provide the grants system, nor will the selected applicant have access to an interface with FOFMs. It will be up to the selected applicant to administer and manage the grants and report back to DSS. This process will be outlined in the Grant Agreement which will be negotiated between DSS and the selected applicant.

Regional and specialist coordinators

21. Will the Department be coordinating co-location of coordinators in NDIA offices?

No. As outlined in the Grant Opportunity Guidelines, DSS will assist Regional Coordinators to connect with and establish links with the National Disability Insurance Agency (NDIA), the Department of Employment Employer Liaison Officers, *jobactive*, Disability Employment Services providers and disability and aged care providers/employers or service outlets in each target region. The Regional Coordinators will be engaged across Australia in key locations, based on a combination of NDIS and aged care market and provider need. The location of the Regional Coordinators will be outlined in the Grant Agreement. Specialist Coordinators are likely to be based in a major centre.

22. What are the specific KPIS that regional and specialist coordinators (and employing organisation/consulting firm) will be held accountable for?

Key Performance Indicators (KPIs) will be outlined in the Grant Agreement, and consistent with the KPIs outlined in the Grant Opportunity Guidelines, ie:

KPIs to be reported against in performance reports may include:

- The number of providers receiving assistance through the grant opportunity.
- The number of public awareness sessions held by Care Workforce Regional Coordinators and Specialist Coordinators.

- The number of providers assisted with professional services through the Sector Transition and Employer Support Initiative.
- Conversion rates between providers assisted and providers that complete an action plan and receive a grant.
- Completion of follow-up contact with assisted organisations completed – to allow comparison of pre-and post-assistance organisational health.

23. What period of time do you require regional and specialist coordinators to be employed?

Regional Coordinators and Specialist Coordinators will be engaged until September 2019.

24. Do you envisage coordinators will promote themselves as representatives/agents of Government or representatives/employees of the employing organisation/consulting firm? What 'branding' do you envisage coordinators to use?

Regional Coordinators and Specialist Coordinators will not be agents of the Government. Branding will need to be agreed by DSS and may include something along the lines of 'Supported by the Australian Government Department of Social Services'.

25. There is an expectation that Regional Coordinators will conduct a range of sessions which are part of the KPIs outlined in the RFQ. However there are no parameters around how many of these are to be conducted. What is the expectation with respect to funding the activities of the Regional Coordinators including their travel, events, accommodation, technology etc., including the frequency of public awareness sessions?

KPIs will be outlined in the Grant Agreement and consistent with the KPIs outlined in the Grant Opportunity Guidelines (see KPI Q&A above). Funding of Regional Coordinator activities will have to be met through the total grant opportunity funding allocation.

Sector grants

26. Does the \$19.8 million allocated for Sector Transition Grants include an administrative / management component?

Yes, this funding allocation includes administration and management of the grants.

27. Is there any flexibility with respect to the maximum \$ allocations for each provider?

Grants administered to providers will be up to \$10,000. The value of services provided will be dependent on the needs of the providers being assisted and what is outlined in their Action Plan.

28. What are the reporting requirements with respect to the sector grants (of providers, and of the administering organisation)?

Reporting requirements will be outlined in the Grant Agreement with the selected applicant and consistent with what is outlined in the Grant Opportunity Guidelines ie:

Provide six monthly financial reporting including an account of funds expended, in particular funds provided to providers as grants. The report must indicate that grants were expended in line with needs outlined in agreed action plans.

Each financial report must specify each of the following separately for the grants opportunity to date:

- the amount of grant funds:
 - received;
 - spent;
 - committed but not yet spent;
- the amount of grant funds that you have disbursed to each successful applicant in accordance with the grant agreement;
- the amount of grant funds committed, but not yet disbursed, to each successful applicant in accordance with the grant agreement; and
- the amount of grant funds that each successful applicant has:
 - spent; and
 - What it has been spent on.

Each financial report must be certified by your board, the Chief Executive Officer or an officer with authority to do so, verifying that the funding has been spent in accordance with the grant agreement.

29. Is there any flexibility in the budget allocations for the regional and specialist coordinator components and the Sector Transition Grant component?

Allocations for the three elements are notional. Administration of the activity is the responsibility of the selected applicant.

30. What is the expectation of the conversion rates between providers assisted and providers that complete an action plan and receive a grant?

KPIs will be outlined in the Grant Agreement, to be negotiated between DSS and the successful applicant, and consistent with the KPIs outlined in the Grant Opportunity Guidelines (see KPI Q&A above).

31. In some locations providers will need help with implementation as they already have established action plans – can they use the funds for action planning to help with implementation if they have a plan that meets requirements?

Action plans must be developed in line with the Grant Agreement and Grant Opportunity Guidelines in order for providers to receive grants assistance. Existing action plans or business plans can be used to inform the development of the action plan for the purpose of this grant opportunity.