



Australian Government

Community
Grants Hub
Improving your grant experience



Building Excellence in Support and Training

General feedback for applicants

Overview

The Building Excellence in Support and Training (BEST) program (the program) forms part of the Government's commitment to support the role of Ex-Service Organisation (ESO) pension and welfare practitioners and advocacy, who provide advice and assistance to the veteran and defence communities. It also links closely to the [Advocacy Training and Development Program \(ATDP\)](#), which provides the essential skills for claims, advocacy and welfare work.

The intended outcomes of the program are to ensure:

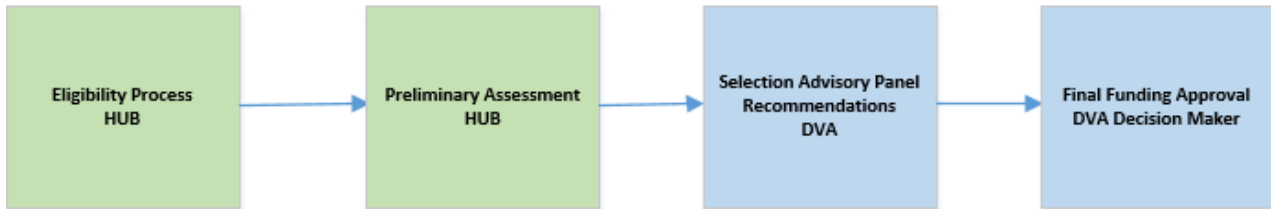
- the veteran and Defence communities are able to benefit from having better informed ESO practitioners who can ensure claims lodged with the Department of Veterans' Affairs (DVA) are of a high standard and contain all required information to enable timely and quality decisions
- ESO practitioners will assist in improving claims assessment efficiency
- the veteran and Defence communities will have access to appropriate compensation and welfare advocacy services.

Selection results

The application period opened on 6 January 2020 and closed on 17 February 2020. A total of \$4.205 million was available to applicants for the 2020-21 financial year. A total of 173 applications were received and 164 organisations were successful in receiving funding.

Selection process

The Hub administered a targeted non-competitive selection process on behalf of DVA. Targeted funding rounds are open to a small number of potential grantees, based on the specialised requirements of the grant activity.



The grant amount offered to each eligible applicant was calculated using a formula which has been determined in conjunction with the ESO community, through the ESO Round Table (ESORT). The formula was applied uniformly to all eligible applicants. If an organisation met the eligibility criteria, they were considered for a grant.

The formula took into account:

- the amount of salary and administrative grant funding requested
- compensation and welfare workload information provided in the completed grant application
- the total amount of funding available for the grant funding round
- the total number of eligible applicants.

Following preliminary assessment by the Hub using the formula, all outcomes were referred to a Selection Advisory Panel (SAP), who made funding recommendations to the decision maker. The SAP made recommendations in regards to:

- overall objectives for the program
- conformance with eligibility criteria
- outcome of the application of the grant calculation formula.

The Minister for Veterans' Affairs approved the funding to the successful grant recipients.

General feedback

The successful applicants were eligible and met the objectives of the program. As per section 7.2 of the Grant Opportunity Guidelines, the grant amount offered to eligible applicants is calculated based on:

- an applicant's requested grant amount and workload information provided in the completed grant application
- the total amount of funding available
- the BEST grant calculation formula.

Applicants that were unsuccessful had no recorded workload in 2019.



Guidance for future BEST grant applications

The following guidance may assist applicants in completing applications for BEST grant funding.

Read the supporting information before applying

- It is important to read all available information provided about BEST grants when applying for funding, especially the Grant Opportunity documentation provided on the Hub's [website](#).
- The Grant Opportunity documentation is specific to each BEST round and contains important information about the purpose of the program, eligibility and compliance requirements, timeframes, and how to apply.
- The Application Form includes helpful information and details on questions relating to mandatory information required by the Hub and DVA for the selection process.

Eligibility and compliance

- To be eligible, applicants must be an incorporated and bona fide ESO. For the purposes of BEST grants, a bona fide ESO is considered to be an organisation:
 - whose membership consists primarily of veterans, past and present members of the Australian Defence Force (ADF) and/or their dependants
 - which is established primarily to provide pensions, advocacy and/or welfare assistance to Australian veterans, past and present members of the ADF and/or their dependants
 - which does not operate as a business or charge any fee for acting on behalf of Australian veterans, past and present members of the ADF and/or their dependants in the provision of claims or welfare services.
 - The ESO must be one of the following entity types.
 - Company
 - Cooperative
 - Corporate State or Territory Entity
 - Indigenous Corporation
 - Incorporated Association
 - Partnership
 - Statutory Entity
 - Trustee on behalf of a Trust, the Trustee must have an eligible entity type as listed above.
 - If an ESO does not meet the eligibility criteria, another eligible ESO may apply as the sponsor on their behalf. The sponsoring ESO must submit a separate grant application for each sponsored organisation.
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Requesting specific feedback on an unsuccessful GIA grant application

- If you have been advised that your GIA grant application was not successful you can request feedback regarding your application by contacting the Community Grants Hub by email to: support@communitygrants.gov.au