



2024–25 Volunteer Grants

Feedback for applicants

The Department of Social Services (the Department) has provided the following general feedback for applicants of the Closed Non-Competitive 2024–25 Volunteer Grants grant opportunity.

Assessment of applications was in accordance with the procedure detailed in the Grant Opportunity Guidelines (the guidelines) and outlined in the selection process below.

Overview

The application submission period opened on 13 March 2025 and closed on 26 March 2025.

The electorate based, closed, non-competitive selection process was designed to ensure grant funding addresses local priorities and achieves an equitable geographic distribution of funding. Members of Parliament (MPs) in collaboration with their Community Committees, nominated organisations to apply for funding. The Department subsequently invited the nominated organisations to apply. The Department considered all applications in line with the guidelines.

Selection Process

The Community Grants Hub (the Hub) undertook the initial screening for organisation eligibility and compliance against the requirements outlined in the guidelines. This information was provided to the Department's grant opportunity delegate for the final decision on whether an application met the eligibility and compliance criteria.

The Department assessed and considered all applications through a closed non-competitive grant process.

Consideration of assessed applications was based on:

- Meeting the compliance requirements specified in the guidelines
- Meeting the eligibility requirements specified in the guidelines
- Whether the project demonstrated value with relevant money
- Identified risks and the proposed mitigation strategies.

Selection Results

There was a strong interest in the grant opportunity and applications were of a high standard. The successful applicants demonstrated their ability to meet the grant requirements outlined in the guidelines.

The Hub notified applicants of the outcome in writing, where their applications did not meet the requirements outlined in the guidelines.

General feedback

This feedback is to assist grant applicants to understand for this grant opportunity what generally comprised a strong application and provides guidance in completing applications for future rounds.

Read the supporting information before applying

- It is important to read all the available information provided about the Volunteer Grants grant opportunity when applying for funding, especially the guidelines available on the [GrantConnect](#) website. The guidelines were specific to the 2024–25 Volunteer Grants round and contained information about the purpose of the Volunteer Grants program, eligibility and compliance requirements, timeframes and how to apply.
- The application form also included guidance to help applicants respond to questions.

Review the application form prior to submission

- Applicants were encouraged to check their application form for completeness and accuracy prior to submission, including:
 - all mandatory fields were filled, in particular bank account and contact details
 - all questions were answered correctly and saved in the application form
 - all mandatory attachments were fully completed and saved in the correct section/s of the application form, including evidence of bank account details.
- Incomplete or missing information may have negatively impacted consideration of the application.
- Applications not fully or correctly completed as per the guidelines may have been deemed as non-compliant, ineligible or not considered for funding.
- The Hub was available via support@communitygrants.gov.au to assist with enquiries throughout the 2024–25 Volunteer Grants round.

Eligible entity types

- Organisations needed to clearly establish their legal entity status to ensure alignment with the eligible entity types outlined in the guidelines.
- The applicant's legal entity name and/or trading name needed to be registered for use under the Australian Business Number (ABN) provided in the application form.
- Unincorporated associations were required to nominate an individual to accept personal legal liability on behalf of the organisation.
- Applicants that were assessed as unincorporated associations but applied under another legal entity type were given the option to nominate an individual to accept personal legal liability on behalf of the organisation. If no contact was available to become personally liable on behalf of the organisation, the application was unable to progress and deemed ineligible.
- The Hub may have requested additional supporting documentation to confirm an organisation's entity type and status, for example, a Certificate of Incorporation or Trust Deed.

- As per section 4.1 of the guidelines, sole traders are not eligible to apply for a Volunteer Grant. Where an applicant indicated they were a sole trader, they were requested to provide further information to clarify their legal entity status. If the Department confirmed that the applicant was a sole trader, the application was deemed ineligible.

Volunteer workforce threshold

- As per section 4.1 of the guidelines, organisations were required to have a minimum of 40% volunteers within their workforce to be eligible for a Volunteer Grant. Applications that did not meet this requirement were deemed ineligible for funding.

Organisations that applied for Category 2 funding

- The application required organisations to provide information about the type of volunteers supported by the organisation and volunteer activities run by their organisation. Organisations that selected Category 2 funding in their application but did not select that they support children or parents/carers in response to these questions will receive a Letter of Advice. The letter reiterates the eligibility requirements of purchasing Category 2 items and advises applicants that they can use Category 1 to purchase communication and insurance items for any of their volunteers.

Duplicate applications

- As per section 7 of the guidelines, where an organisation submitted more than one application within the same electorate, only the last application received was assessed. Earlier submissions were excluded from assessment to align with the guidelines and support a fair and transparent assessment process.

Individual feedback

Individual feedback will not be provided for this grant opportunity.