



Multicultural Affairs and Citizenship Program Community Languages Multicultural Grants – Stream One Grant Opportunity Guidelines

Opening date:	16 December 2019
Closing date and time:	11.00PM AEDT on 17 February 2020
Commonwealth policy entity:	Department of Home Affairs
Administering entity	Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: support@communitygrants.gov.au Questions should be sent no later than 5.00PM AEDT on 10 February 2020
Date guidelines released:	16 December 2019
Type of grant opportunity:	Demand Driven (eligibility-based)

Contents

1. Multicultural Affairs and Citizenship Program: Community Languages Multicultural Grants Program processes	4
1.1 Introduction	5
2. About the grant program	5
2.1 About the Community Languages Multicultural Grants Program grant opportunity	5
3. Grant amount and grant period	6
3.1 Grants available	6
4. Eligibility criteria	7
4.1 Who is eligible to apply for a grant?	7
4.2 Eligibility Criteria	8
4.3 Who is not eligible to apply for a grant?	8
5. What the grant money can be used for	9
5.1 Eligible grant activities	9
5.2 Eligible expenditure.....	9
5.3 What the grant money cannot be used for.....	9
6. How to apply	10
6.1 Timing of grant opportunity processes.....	11
6.2 Questions during the application process.....	12
7. The grant selection process	12
7.1 Assessment of grant applications	12
7.2 Who will assess and select applications?	12
8. Notification of application outcomes	13
9. Successful grant applications	13
9.1 The grant agreement	13
9.2 What qualifications, skills or checks are required?	14
9.3 Commonwealth Child Safety Framework	14
9.4 Multicultural Access and Equity	14
9.5 How we pay the grant	14
9.6 Grant payments and GST	15
10. Announcement of grants	15
11. How we monitor your grant activity	15
11.1 Keeping us informed	15
11.2 Reporting	16
11.3 Financial declaration	16
11.4 Grant agreement variations	16
11.5 Evaluation	16
11.6 Acknowledgement.....	16
12. Probity	16

12.1	Enquiries and feedback	16
12.2	Conflicts of interest	17
12.3	Privacy	17
12.4	Confidential information	18
12.5	Freedom of information.....	19
13.	Glossary.....	20

1. Multicultural Affairs and Citizenship Program: Community Languages Multicultural Grants Program processes

The Community Languages Multicultural Grants Program is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program which contributes to the Department of Home Affairs' Outcome 2, Program 2.1 Multicultural Affairs and Citizenship Program. The Department of Home Affairs works with stakeholders to plan and design the grant program according to the

[Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).



The grant opportunity opens

We publish the grant guidelines on [GrantConnect](#) and [Community Grants Hub](#) websites.



You complete and submit a grant application

You complete the application form and address all of the eligibility criteria to be considered for a grant.



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 decision maker.



Grant decisions are made

The decision maker, the Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs decides which 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 enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity of the grant and will be proportional to the risks involved.



Delivery of grant

You 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 Community Languages Multicultural Grants Program

We evaluate your specific grant activity and the Community Languages Multicultural Grants Program as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the Community Languages Multicultural Grants Program. You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity
- the eligibility criteria
- how grant applications are considered and selected
- how grantees are notified and receive grant payments
- how grantees will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by the Community Grants Hub on behalf of the Department of Home Affairs.

2. About the grant program

The Community Languages Multicultural Grants Program (the Program) is being provided by the Department of Home Affairs and is part of Program 2.1 Multicultural and Citizenship Program, within Outcome 2.

Outcome 2: Support a prosperous and inclusive society, and advance Australia's economic interests through effective management of the visa, multicultural and citizenship programs and provision of refugee and humanitarian assistance.

Program 2.1: Multicultural Affairs and Citizenship: To support a prosperous and inclusive society through the promotion, delivery and effective management of the Australian multicultural and citizenship programs.

The Program will run over 2 years from 2019-20 to 2020-21 and will help implement the Government's multicultural statement, *Multicultural Australia: United, Strong, Successful*.

The Community Grants Hub administers the program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#).

2.1 About the Community Languages Multicultural Grants Program grant opportunity

This grant opportunity was announced as part of the Australian Government's \$71 million package of social cohesion initiatives.

Australia is a multicultural society. Almost half of our current population was either born overseas or has at least one parent born overseas. We have flourished in part, thanks to our cultural diversity, underpinned by our common values and commitment to freedom, security and prosperity. We do not take our harmony and prosperity for granted. Together – as individuals, groups and at all levels of government – we will continue to build stronger, more cohesive and prosperous communities.

Community languages schools help students learn and use another language and connect young Australians to the languages and cultures of their ancestors. One quarter of children (0-19 years) speak a language other than English at home. Learning a second language can establish wider

intercultural appreciation and cross-cultural awareness, and prevent intergenerational conflict amongst culturally and linguistically diverse communities.

As Australia's population becomes increasingly diverse, community languages schools play a role in helping to build strong communities, and strengthen social cohesion as well as respect for Australia's many different cultures.

Competency in the language, society and culture of other countries provides a significant advantage in not only the Australian workforce but also in an increasingly multilingual international society.

The objectives of the grant opportunity are to:

- support the maintenance, development and acquisition of languages other than English
- connect young Australians to the languages and cultures of their community
- enhance cross-cultural awareness and respect for cultural diversity.

The intended outcome of the grant opportunity is to contribute to an integrated and cohesive multicultural Australia where children and young people are able to consolidate their grasp and understanding of languages other than English in an atmosphere, which values education, diversity and mutual respect. Community languages schools contribute towards a stronger Australia by investing in the development of Australia's future workforce to help them compete in an increasingly multilingual global market.

The Community Languages Multicultural Grants Program will comprise two discrete streams:

- Stream One: Per-capita funding
- Stream Two: Project funding

The grant agreement will only be entered into once there is legislative authority in place for the Program

These guidelines contain information for **Stream One: Per-capita funding only**.

3. Grant amount and grant period

3.1 Grants available

The Australian Government has announced a total of \$10 million (GST exclusive) over 2 years from 2019-20 to 2020-21 for the Community Languages Multicultural Grants Program (including both streams).

Eligible community languages schools will receive one payment each year of the program. The first payment will occur shortly after the execution of the grant agreement. The second payment will occur in Term 1 of 2021.

2019-20 Payments:

- Base payment of \$1,500; plus
- Payment per student enrolled in the school as at 30 November 2019. The funding amount provided per student will be calculated based on the total funds available for Stream One in 2019-20 minus the base payments made to all schools deemed eligible under the program, divided by the total number of student enrolments across all funded organisations.

- The 2019-20 payment will be capped at a maximum of \$30,000 per school, per financial year.

2020-21 Payment:

- Base payment of \$1,500; plus
- Payment per student enrolled in the school as at 30 November 2019. The funding amount provided per student will be calculated based on the total funds available for Stream One in 2020-21 minus the base payments made to all schools deemed eligible under the program, divided by the total number of student enrolments across all funded organisations.
- The 2020-21 payment will be capped at a maximum of \$30,000 per school, per financial year.
- Payment amounts may be varied if enrolment numbers change by more than 30 percent from your application or drop below the required minimum enrolment number of 10 students prior to the second payment in Term 1 of 2021. Should this occur you must contact the Community Grants Hub.

Only one grant will be provided to each legal entity as defined in Section 4.1 of these guidelines. Schools that have multiple campuses should submit one application and will be expected to distribute funding to campuses within their organisation.

Evidence of student enrolment numbers may be requested to support your application.

4. Eligibility criteria

4.1 Who is eligible to apply for a grant?

To be eligible you must be a not-for-profit community language school that is legally registered in Australia.

For the purpose of this grant opportunity, a community language is defined as a language other than English that is used on a day-to-day basis by members of cultural/linguistic groups residing in Australia.

For the purpose of this grant opportunity, a community languages school is defined as a not-for-profit community organisation that holds community language classes outside of school hours with a minimum of two hours per week of instructor led language tuition for at least 35 weeks of the year using a teaching program.

You must be one of the following legal entities to apply:

- Company
- Cooperative
- Indigenous Corporation
- Incorporated Association
- Statutory Entity
- Trustee on behalf of a Trust¹

¹ Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply by providing the signed Trust Deed and any subsequent variations with the application form.

As a not-for-profit organisation, you may be asked to demonstrate your not-for-profit status through one of the following:

- State or Territory incorporated association registration number or certificate of incorporation, e.g. clubs and other associations.
- Current Australian Charities and Not for profits Commission's (ACNC) registration, e.g. for organisations registered as a charity.

You must also have the following requirements in place before you apply for this grant opportunity:

- An Australian Business Number (ABN).
- An account with an Australian financial institution.

4.2 Eligibility criteria

To be considered eligible for funding under the Community Languages Multicultural Grants Program, community languages schools must:

- teach a community language that is used by members of cultural/linguistic groups in Australia
- have been in operation for at least 12 months prior to the commencement of the grant activity
- be open to enrolments for school-aged students (Australian citizens or permanent residents) from Kindergarten to Year 12, regardless of linguistic background or proficiency
- have a minimum enrolment of 10 school-aged students. The minimum of 10 students per legal entity applies (not 10 students per campus)
- have a minimum average attendance rate of 70 per cent over the school year
- provide language tuition for at least 35 weeks of the year.

Further to the application, you may be requested to produce supporting documentation on any or all of the eligibility criteria at any point during the grant round.

We cannot consider your application if it does not satisfy all the eligibility criteria.

4.3 Who is not eligible to apply for a grant?

You are not eligible to apply if you are a/an:

- Corporate Commonwealth Entity
- Non-Corporate Commonwealth Entity
- Non-Corporate Commonwealth Statutory Authority
- Commonwealth Company
- Corporate State or Territory Entity
- Non-corporate State or Territory Entity
- Non-corporate State or Territory Statutory Authority
- Local Government²
- International Entity

² Includes New South Wales local governments created as Body Politics.

- Partnership³
- Sole Trader
- Person⁴

You are not eligible to apply if you are a for-profit organisation.

In addition to the above, funding will not be provided to organisations that:

- have failed to comply with the terms and conditions of previously awarded grants
- have been implicated in illegal actions such as providing any kind of support, including financial, to terrorist organisations, advocating the use of violence for political means and other unlawful activities.

5. What the grant money can be used for

5.1 Eligible grant activities

To be eligible your grant activities must directly relate to the objectives of the grant opportunity as detailed in Section 2.

5.2 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred on eligible grant activities.

Eligible expenditure items are:

- meeting the cost of wages or allowances provided to individuals teaching language classes
- teaching materials and resources (for example textbooks and workbooks)
- stationery and photocopying
- buying educational equipment or technology (for example language specific software, whiteboards, tablets and laptop computers)
- expenses associated with school administration including insurance and Working with Children checks
- professional development courses or activities for individuals teaching language classes.

Not all expenditure on your grant activity may be eligible for grant funding. You must incur the expenditure on your grant activities between the start date and end date for your grant activity for it to be eligible.

5.3 What the grant money cannot be used for

You cannot use the grant for:

- religious instruction or activities
- political instruction or activities
- religious or political educational resources or partisan political messaging
- costs for expenditure not related to the teaching of a community language (for example cultural celebration events, materials for class performances etc)

³ Partnership – the individual partners will enter into the agreement with the agency. A Partnership Agreement or a list of all individual partners of the Partnership may be requested.

⁴ A person is a natural person, an individual, a human being.

- educational resources developed by a foreign government or religious organisation, or developed to comply with requirements imposed by a foreign government or religious organisation
- the provision of community language classes to overseas full fee-paying students. Overseas full fee-paying students will not be deemed eligible for receipt of the per capita grant and may not be counted towards the enrolment numbers for the purposes of this grant activity.
- teaching of children between the ages of 0 and 3 or adult education
- purchase of land
- major capital purposes such as buildings, repairs, maintenance or renovations
- 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 utilities
- major construction/capital works
- overseas travel
- activities that replicate services provided by other Commonwealth grant programs in the project location, including the Adult Migrant Education Program (AMEP) and the Humanitarian Settlement Program
- activities or programs that are likely to contribute to racial, religious or cultural intolerance or that are otherwise contrary to the views of the Australian Government.

6. How to apply

Before applying, you must read and understand these guidelines, the terms and conditions, sample grant agreement, and questions and answers.

These documents are found at [GrantConnect](#) and [Community Grants Hub](#) websites. Any changes to grant documentation are published on both sites and addenda⁵ will be published on GrantConnect. By registering on this website, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

You can only submit one application form for this grant opportunity. If more than one application is submitted, the latest accepted application form will progress.

- If your organisation has more than one campus, submit a single application to include information on all campuses seeking funding.

To apply you must:

- complete the online application form on [GrantConnect](#) or [Community Grants Hub](#).
- provide all the information requested
- address all eligibility criteria
- include all necessary attachments

⁵ Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, questions and answers documents

- submit your application/s to the Community Grants Hub by 11.00PM AEDT on 17 February 2020.

We will not provide application forms or accept applications for this grant opportunity by fax or mail.

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application online, have any technical difficulties or find an error in your application after submission, but before the closing date and time, you should contact the Community Grants Hub immediately on 1800 020 283 (option 1) or email support@communitygrants.gov.au. The Community Grants Hub does not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

You should keep a copy of your application and any supporting documents.

You will receive an automated notification acknowledging the receipt of your application.

6.1 Timing of grant opportunity processes

You must submit an application between the published opening and closing dates.

Late applications

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub. The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

The late application request form and instructions for how to submit it can be found on the [Community Grants Hub website](#).

Written requests to lodge a late application will only be accepted within three days after the grant opportunity has closed.

The Delegate or their appointed representative⁶ will determine whether a late application will be accepted. The decision of the delegate will be final and not be subject to a review or appeals process.

Once the outcome is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

Expected timing for this grant opportunity

If you are successful, you will be expected to be able to commence your grant activity upon execution of the grant agreement.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	3 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and award of grant agreements	Up to 6 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	June 2020
End date of grant activity	30 June 2021

6.2 Questions during the application process

If you have any questions during the application period, contact the Community Grants Hub on 1800 020 283 (option 1) or email support@communitygrants.gov.au.

The Community Grants Hub will respond to emailed questions within five working days. Answers to questions are posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5:00PM AEDT on 10 February 2020. Following this time, only questions relating to using and/or submitting the application form will be answered.

7. The grant selection process

7.1 Assessment of grant applications

We will review your application against the eligibility criteria. Only eligible applications will move to the next stage.

Eligible applications will be considered through a demand driven grant process. If eligible, we will consider your application, and funding amount, based on enrolment numbers.

7.2 Who will assess and select applications?

Assessors will assess each eligible and compliant application on its merit. Assessors are Commonwealth staff, who will undertake training to ensure consistent assessment of all applications.

⁶ This may be the Community Grants Hub Delegate or nominated staff member of the Department of Home Affairs at the EL2 level or above.

Any expert/advisor, who is not a Commonwealth official, will be required/expected to perform their duties in accordance with the CGRGs.

Assessors may seek additional information about you or your application and this may delay completion of the selection process. They may seek information from other Commonwealth or State and Territory Governments, even if the sources are not nominated by you as referees. The assessment centre may also consider information about you or your application that is available through the normal course of business.

The Department of Home Affairs may also consult with law enforcement and security agencies to confirm that organisations have not been implicated in illegal actions. If an organisation is found to have been implicated in illegal activity then the Department reserves the right to refuse the grant application.

The assessors recommend to the decision maker which applications to approve for a grant.

8. Notification of application outcomes

We will write to you about the outcome of your application. If you are successful, you will be advised of any specific conditions attached to the grant.

9. Successful grant applications

9.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will offer successful applicants a Commonwealth Standard Grant Agreement for this grant opportunity.

Each agreement has general/standard grant conditions that cannot be changed. Sample grant agreements are available on GrantConnect and Community Grants Hub websites as part of the grant documentation. We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. You must not start any activities until a grant agreement is executed.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These are identified in the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Commonwealth Standard Grant Agreement

We will use a Commonwealth Standard Grant Agreement.

You will have twenty (20) business days from the date of a written offer to sign and return this grant agreement. The grant agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

You may request changes to the grant agreement. However, we will review any changes to make sure they do not affect the grant as approved by the decision maker.

9.2 What qualifications, skills or checks are required?

If you are successful, all personnel working on the grant activity must maintain the following registration/checks:

- Working with Vulnerable People registration
- Working with Children check

9.3 Commonwealth Child Safety Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause will be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children
- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement, you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

9.4 Multicultural Access and Equity

The Australian Government's *Multicultural Access and Equity Policy* obliges Australian government agencies to ensure their policies, programs and services - including those provided by contractors and service delivery partners - are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds.

Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into grant applications.

9.5 How we pay the grant

The grant agreement will state the maximum grant amount to be paid.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

If your enrolment numbers change by more than 30 percent or drop below the minimum enrolment number of 10 school-aged students you are required to notify us. Grant payments may be varied if enrolment numbers change.

Two grant payments will be made. The first will be paid upon execution of the grant agreement. The second payment will be made in Term 1 of 2021.

9.6 Grant payments and GST

If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

10. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the [CGRGs](#).

11. How we monitor your grant activity

11.1 Keeping us informed

You should let us know if anything is likely to affect your grant activities or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

You must notify us if your enrolment numbers change by more than 30 percent of the numbers specified in your grant agreement or if your enrolment numbers fall below 10.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a breach of the terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your grant and provide an opportunity for the Minister or their representative to attend.

You will also be responsible for:

- ensuring that anyone working directly with vulnerable people has the appropriate qualifications under relevant state and territory legislation
- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively
- ensuring staff working on the activity have the appropriate skills and knowledge
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement
- participating in a grant program evaluation as specified in the grant agreement
- engaging with the Department of Home Affairs as part of informal progress reporting.

11.2 Reporting

The Department of Home Affairs may contact grant recipients to seek updates on progress of grant activities.

11.3 Financial declaration

You may be asked to complete a financial declaration confirming that the grant funding received was spent on activity in accordance with the grant agreement and to report any unspent and uncommitted grant funding.

11.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you may request a variation to your grant agreement. To request a variation please contact your Funding Arrangement Manager. 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 provisions in the grant agreement and the likely impact on achieving outcomes.

11.5 Evaluation

We will evaluate the grant program to see how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also ask you for more information to help us understand how the grant affected you and to evaluate how effective the program was in achieving its outcomes.

We may also inspect the records you are required to keep under the grant agreement.

We may contact you up to one year after you finish your grant for more information to assist with this evaluation.

11.6 Acknowledgement

If you make a public statement about a grant activity funded under the program, we require you to acknowledge the grant by using the following:

'This project is funded/part-funded (select which ever applies) by the Australian Government.'

12. Probity

The Australian Government will make sure that the grant opportunity 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.

These guidelines may be changed by the Department of Home Affairs. When this happens, the revised guidelines are published on [GrantConnect](#) and the [Community Grants Hub](#) websites.

12.1 Enquiries and feedback

Complaints about this grant opportunity

The Department of Home Affairs [Complaints Procedures](#) apply to complaints about this grant opportunity. All complaints about this grant opportunity, including grant decisions, must be made in writing.

Any questions you have about grant decisions for this grant opportunity should be lodged in writing via the online form.

Complaints about the selection process

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the [online complaints form](#) on the [Department of Social Services](#) (DSS) website, or contact the DSS Complaints line.

Phone: 1800 634 035

Email: complaints@dss.gov.au

Mail: Complaints
GPO Box 9820
Canberra ACT 2601

Complaints to the Ombudsman

If you do not agree with the way the Community Grants or the Department of Home Affairs 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 Community Grants Hub or Department of Home Affairs.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

12.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if Department of Home Affairs and the Community Grants Hub 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
- relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/ grant opportunity.

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 think there is an actual, apparent, or perceived conflict of interest, you must inform the Department of Home Affairs and the Community Grants Hub in writing immediately.

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](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Community Grants Hub](#) website.

12.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

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

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian government may also use and give out information about grant applicants and grant recipients under this grant opportunity in any other Australian government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

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

As part of your application, you declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the Department of Home Affairs would breach an Australian Privacy Principle as defined in the Act.

12.4 Confidential information

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three 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. Revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- Commonwealth 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.

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

12.5 Freedom of information

All documents that the Australian government has, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act is to give people the ability to get information held by the Australian government and its organisations. Under the FOI Act, people can ask for documents the Australian government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Team
 Government and Executive Services Branch
 Department of Social Services (DSS)
 GPO Box 9820
 Canberra ACT 2601

By email: foi@dss.gov.au

13. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
commencement date	the expected start date for the grant activity.
completion date	the expected date that the grant activity must be completed and the grant spent by.
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it.
Commonwealth entity	a department of state, or a parliamentary department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.
Commonwealth Grants Rules and Guidelines (CGRGs)	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
community language	a language other than English that is used on a day-to-day basis by members of cultural/linguistic groups residing in Australia
community language school	as a not-for-profit community organisation that holds community language classes outside of school hours with a minimum of two hours per week of instructor led language tuition for at least 35 weeks of the year using a teaching program
date of effect	can be the date on 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.
decision maker	the person who makes a decision to award a grant.
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.

Term	Definition
grant	<p>for the purposes of the CGRGs, 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"> a. under which relevant money⁷ or other Consolidated Revenue Fund (CRF) money⁸ is to be paid to a grantee other than the Commonwealth; and b. which is intended to help address one or more of the Australian government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake.
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant.
GrantConnect	is the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement Program.
grantee	the individual/organisation which has been selected to receive a grant.
Portfolio Budget Statement (PBS) Program	described within the entity's Portfolio Budget Statement , PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be grant Programs. A PBS Program may have more than one grant Program associated with it, and each of these may have one or more grant opportunities.
School-aged students	refers to ages 4 to 19

⁷ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁸ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
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 eligibility criteria.
value with money	<p>refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to the:</p> <ul style="list-style-type: none"> ▪ quality of the project proposal and activities; ▪ fit for purpose of the proposal in contributing to government objectives; ▪ absence of a grant is likely to prevent the grantee and government's outcomes being achieved; and ▪ potential grantee's relevant experience and performance history.
we	refers to officers from the Community Grants Hub and the Department of Home Affairs.
you	refers to the applicant organisation.