



# Continuity of Support for the National Auslan Interpreter Booking and Payment Service program

## Grant Opportunity Guidelines

<b>Opening date:</b>	28 February 2020
<b>Closing date and time:</b>	11.00PM AEDT on Friday 27 March 2020
<b>Commonwealth policy entity:</b>	Department of Social Services
<b>Administering entity</b>	Community Grants Hub
<b>Enquiries:</b>	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 (option 1) Email: <a href="mailto:support@communitygrants.gov.au">support@communitygrants.gov.au</a> Questions should be sent no later than 5.00PM AEDT on Friday 20 March 2020
<b>Type of grant opportunity:</b>	Open competitive

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# 1 Continuity of Support for National Auslan Interpreter Booking and Payment Service program processes

**The Continuity of Support for National Auslan Interpreter Booking and Payment Service program is designed to achieve Australian Government objectives.**

This grant opportunity is part of the above grant program, which contributes to the Department of Social Services Outcome 3: Disability and Carers. The Department of Social Services (DSS) 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 the [GrantConnect](#) and [Community Grants Hub](#) websites.



## **You complete and submit a grant application**

You complete the application form and address all of the eligibility and assessment 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. If you are eligible, we then assess your eligible application against the assessment criteria including an overall consideration of value with relevant money and compare it to other applications.



## **We make grant recommendations**

We provide advice, through the Selection Advisory Panel to the decision maker on the merits of each application.



## **Grant decisions are made**

The decision maker (Group Manager, Participants and Performance) 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 the successful applicant.



## **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 is 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 Continuity of Support for National Auslan Interpreter Booking and Payment Services 2020-2022

We evaluate your specific grant activity and the Continuity of Support for National Auslan Interpreter Booking and Payment Services program as a whole. We base this on information you provide to us and that we collect from various sources.

### 1.1 Introduction

These Grant Opportunity Guidelines contain information for the Continuity of Support (CoS) for National Auslan Interpreter Booking and Payment Service (NABS) program. Applicants **must** read this document before filling out an application.

This document sets out:

- the purpose of the program and grant opportunity
- the eligibility and assessment 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 Social Services (DSS).

## 2 About the grant program

During the implementation of the National Disability Insurance Scheme (NDIS), it was identified that some existing clients of 17 Commonwealth programs would be ineligible for the NDIS when it reaches full scheme. In December 2012, the Council of Australian Governments committed to provide Continuity of Support (CoS) to help existing Commonwealth clients, who are ineligible for the NDIS, achieve similar outcomes to those they were aiming to achieve prior to the introduction of the NDIS.

CoS is delivered as part of the NDIS program, and provides ongoing funding to ensure people who are currently accessing Commonwealth services but are not eligible for the NDIS, continue to receive support. Details are set out in the Portfolio Budget Statements 2018-19, Budget Related Paper No. 1.15, Social Services Portfolio.

## 2.1 About the CoS for NABS program grant opportunity

The CoS for NABS program grant opportunity is an open, competitive grant process and will involve comparative assessment of applications against the eligibility criteria and the assessment criteria.

NABS provides a national service that books and pays for an accredited Auslan (Australian Sign Language) interpreter to attend medical consultations that attract a Medicare rebate, or specified health consultations, provided in a private medical practice by a general practitioner, specialist or health professional.

NABS currently provides interpreting services for both deaf adults and children. The service also accommodates situations where there is deaf adult and hearing child, or hearing parent and deaf child attending a private medical consultation. Consultations that occur in private or public hospitals are not covered by the NABS service, except for Aboriginal and Torres Strait Islander Auslan users.

The key objective of NABS is to ensure no deaf person is disadvantaged by not having an available interpreter when attending a private medical or specified health appointment provided in a private medical practice by a general practitioner, specialist or health professional.

As part of its core business, NABS has a vitally important role to play in increasing awareness in the community, developing relationships with other service providers and working cooperatively with key stakeholders.

From 1 July 2020, funding will be available for an organisation to deliver supports for approximately 600 existing NABS clients who are ineligible for the NDIS and new clients aged 65 and over who are therefore ineligible for the NDIS. Final client numbers (both those expected to transition to the NDIS and those who may require CoS) will be provided to the successful provider prior to 1 July 2020.

The funding associated with the CoS for NABS will be both for the administration and management of the activity, and includes the provision of the interpreter services, associated fees, allowances and payments, including travel, for these interpreting activities.

DSS seeks innovation to ensure CoS for NABS is as accessible as possible for Deaf Auslan users. It is expected that the service will take advantage of new technologies, including utilising the increased reach and capacity provided by the National Broadband Network.

The estimated 600 clients requiring CoS for NABS have varying needs and dependencies on the service. Some clients may require interpreting services on a regular basis, whilst others may be more ad hoc in their support requirements. The grantee will need to provide support to all identified clients, regardless of the frequency of their usage, and maintain their funding to support all requests received.

Based on the previous 12 month client data, approximately 7,830 interpreting services were organised for approximately 500 clients over the age of 65 Australia-wide, who requested one or more services each quarter<sup>1</sup>.

Funding for the provision of the CoS for NABS program will be fixed for two years. The grantee will need to deliver all services relating to the activity within the budget allocated.

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<sup>1</sup> Please note that this is based on the previous 12 months client data, and is not a guarantee or accurate indication of future servicing levels.

## **2.2 The role of the CoS for NABS call centre**

The grantee will be required to operate a national call centre based in Australia to provide Deaf Auslan users with access to an Auslan interpreter free of charge when they attend eligible medical and specified health consultations. This includes:

- Providing Auslan interpreting services across Australia.
- Providing a single point of contact in Australia.
- Receiving requests and arranging bookings for Auslan interpreters for eligible medical appointments and specified health consultations.
- Developing and maintaining an accessible website.
- Being available from 8.00am to 8.00pm Monday to Friday and 8.00am to 1.00pm on Saturdays excluding national public holidays. (Call centre hours will need to take account of the different time zones across states and territories).
- Applicants for this grant opportunity must already have an established call centre in place, or the ability to access an established call centre.

## **2.3 Target group**

CoS for NABS is only available for:

- Existing NABS clients who are ineligible for the NDIS.
- New clients 65 years of age and over who are ineligible for the NDIS.

The successful applicant will be provided with the relevant individualised data for those clients who are ineligible for the NDIS and who will therefore require support under CoS for NABS.

## **2.4 Strategies to support Deaf Auslan users in regional and remote areas**

The grantee will be expected to identify gaps in service delivery, and provide innovative and cost effective strategies to address the demand for Auslan interpreters in regional and remote areas and remote Indigenous communities.

The range of strategies, including review mechanisms, will be agreed with DSS in finalising the grant agreement, before commencement of the activity.

## **2.5 Activity links and working with other agencies and services**

The grantee will be expected to establish and maintain effective working relationships with all stakeholders of CoS for NABS (i.e. Deaf Auslan users, Auslan interpreters, medical practitioners and health professionals) and peak bodies that represent people who are deaf.

## 2.6 Eligible medical appointments and specified health consultations

CoS for NABS will only be provided for specified private medical and health consultations that occur outside of private or public hospitals. The one exception is that all sign language interpreting services to Aboriginal and Torres Strait Islander Auslan users are provided free of charge for both public hospital and private health care appointments.

Auslan interpreters are only available free-of-charge for eligible medical and specified health consultations provided in a private medical practice, as shown below.

<b>ELIGIBLE MEDICAL APPOINTMENTS</b>	
General Practitioner	
Specialist e.g. Cardiologist, Obstetrician, Gynaecologist, Paediatrician, Psychiatrist	
<b>SPECIFIED HEALTH CONSULTATIONS</b>	
Aboriginal Health Worker	Acupuncturist
Audiologist	Chiropractor
Dentist	Diabetes educator
Dietician	Exercise physiologist
Iridologist	Medical Imaging Technologist
Mental Health	Naturopath
Occupational therapist	Optometrist / Orthotists
Osteopath	Podiatrist
Physiotherapist	Psychologist
Remedial message therapist	Speech Pathologist

## 3 Grant amount and grant period

### 3.1 Grants available

The Australian Government has announced a total of up to \$2 million (GST exclusive) (\$1 million per year) is available over two years for this grant round (1 July 2020 to 30 June 2022).

The grant opportunity will run from Friday 28 February 2020 to 11.00PM AEDT on Friday 27 March 2020.

## 4 Eligibility criteria

The decision maker can choose to waive the eligibility criteria; however, they must be made aware of the risks.

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

To be eligible you must be one of the following entity types:

Entity type	Description
Indigenous Corporation	A Corporation incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 – CATSI Act.
Corporate Commonwealth Entity	A Corporate Commonwealth Entity is a Commonwealth entity that is a body corporate. It is legally separate to the Commonwealth and has the capacity to enter into contracts in its own right. It is a body corporate established under Commonwealth legislation.
Non-corporate Commonwealth Statutory Authority	A Commonwealth Non-corporate Statutory Authority is an entity that is separate to the Commonwealth but is not strictly a body corporate for example it may be a commission, a commissioner, an authority, or other statutory position to which a person or persons may be appointed. It is established by Commonwealth legislation.
Commonwealth Company	A Commonwealth Company is a company incorporated under the Corporations Act 2001, owned or controlled by the Commonwealth.
Corporate State or Territory Entity	Corporate State or Territory Entities are state or territory entities that are a body corporate. They are legally separate to the relevant state or territory and have the capacity to enter into contracts in their own right. They are body corporates established under state or territory legislation.
Non-corporate State or Territory Entity	A Non-corporate State or Territory Entity is a state or territory entity that is part of the state or territory. It represents and acts on behalf of the state or territory. It is not legally separate to the state or territory. Known as Departments of State in South Australia and Directorates in the ACT.
Non-corporate State or Territory Statutory Authority	A State or Territory Non-corporate Statutory Authority is an entity that is separate to the state or territory but is not strictly a body corporate, for example it may be a commission, a commissioner, an authority, or other statutory position to which a person or persons may be appointed. It is established by state or territory legislation.
Cooperative	A Cooperative is an entity of that name which has been established and/or registered as a cooperative under the relevant legislation in the state or territory in which they formed. Sometimes this is under the incorporated associations' legislation.
Incorporated Association	An Incorporated Association is an association that has been incorporated or registered as an incorporated association under the relevant incorporated associations' legislation in the state or territory in which they were formed.
Statutory Entity	Some statutory entities are not Government entities, but have been created by, or at least recognised by Commonwealth or state/territory legislation.

Entity type	Description
	Often these are religious or educational institutions that pre-date the current forms of legal entities. For example, the Anglican Church to the extent that it holds and administers property, is recognised as a distinct type of corporation under various different Acts in each state.
Partnership <sup>2</sup>	A Partnership is an agreement by legal organisations to share responsibility for debts, losses and obligations which any individual Partner may take on in the course of conducting the business or activities of the Partnership. In order to be eligible, each individual partner organisation of the partnership must be one of the types of legal entities described in this 'Eligible Entity Types' table. A Partnership may consist of both Government and private partners.
Trustee on behalf of a Trust <sup>3</sup>	A trust is a set of relationships between legal entities. A trust, per se, cannot enter into an agreement. The trustee of a Trust is a legal entity that can enter into agreements on behalf of the Trust (provided the terms of the trust permit it to do so). In order to be eligible, the trustee must be one of the types of legal entities described in this 'Eligible Entity Types' table.
Local Government	A Local Government Entity is an entity established under state or territory local government legislation, for the purposes of governing local areas within the state or territory. In states, they are generally referred to as local councils.
Company	A Company is a company incorporated under the Corporations Act 2001 (Cth).

## 4.2 Additional eligibility requirements

Applications will only be accepted from applicants that:

- have an Australian Business Number (ABN) or be willing to obtain one prior to the execution of the grant agreement
- are registered, or willing to register for the purposes of GST if their income turnover, as a result of a successful grant, will exceed the thresholds defined by the Australian Tax Office
- have an account with an Australian financial institution
- have Public Liability Insurance coverage for the duration of this grant.  
[Note: applicants may be asked for a copy of their Public Liability Insurance]

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<sup>2</sup> Partnership – the individual partner organisations will enter into the agreement with the agency. A Partnership Agreement or a list of all individual partner organisations of the Partnership may be requested.

<sup>3</sup> 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.

### 4.3 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

Entity type	Description
Person	A Person is a natural person, an individual, a human being.
Sole Trader	A Sole Trader is a Person who trades in their own right, and controls and manages their business. They are legally responsible for all aspects of the business, and personally responsible for debts and losses incurred in carrying on their business.  They may trade under their own name, or they may operate under a separate registered Business Name. The legal contracting entity is the Person.
International Entity	An International Entity is a foreign party that is not registered for business in Australia.
Unincorporated Association	Groups or organisations not legally formed or registered are not eligible to apply in their own right.

### 4.4 Applications from a consortium

Applications from consortia will be accepted, as long as they have a lead applicant who is solely accountable to DSS for the delivery of grant activities and is an eligible entity as per Section 4.1 and Section 4.2 (additional requirements). Non-lead members of the consortium **do not** need to be an eligible entity.

The lead organisation must complete and submit the application on behalf of the consortium members. The lead organisation must identify all other members of the proposed consortium in the application. Only the lead organisation will enter into a grant agreement with DSS, but the lead organisation must have the authority to do so on behalf of the consortium members.

## 5 What the grant money can be used for

### 5.1 Eligible grant activities

You can use the grant to pay for operating and administrative costs directly related to the following activities, to the extent that they relate to the provision of services to CoS for NABS clients:

- interpreter costs for travel and accommodation and related interpreting services
- upgrading or maintaining existing call centre infrastructure to meet the operational requirements of the CoS for NABS call centre(s)
- provision of training and professional development opportunities for call centre staff, administrative staff and Auslan interpreters
- development and implementation of a customer satisfaction survey and feedback mechanism
- development and implementation of a national communication strategy and communication products

- development of strategies to support Deaf Auslan users, including those living in rural and remote areas
- computer equipment and software
- salaries and on-costs.

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

## **5.2 Eligible expenditure**

You can only spend the grant to pay for the following, to the extent that it relates to the provision of services to CoS for NABS clients:

- Staff salaries and on-costs that can be directly attributed to the provision of the activities outlined in the grant agreement.
- The portion of operating and administration expenses directly related to the project as per the grant agreement, such as:
  - communications (telephone/internet/captioning)
  - facility hire/rental
  - Information technology (computer/website/software)
  - insurance
  - utilities
  - postage
  - stationery and printing
  - accounting and auditing
  - domestic travel/accommodation costs
  - assets as defined in the grant agreement terms and conditions that can be reasonably attributed to meeting agreement deliverables.
- Larger requests for funding should allocate a proportion of the grant funding to be used for evaluation of the funded project to demonstrate delivery of outcomes.
- Use of external consultants to support development of resources is eligible but should be short term. The applicant must clearly describe in the application how the use of the consultant will result in a transfer of skill development (e.g. use of a consultant to design and deliver a train the trainer model) with subsequent training facilitated by the organisation.

The successful applicant can only spend grant funds on eligible grant activities as defined in their grant agreement.

## **5.3 What the grant money cannot be used for**

Applicants cannot direct the grant funding towards:

- costs associated with the provision of services to anyone who is NOT:
  - an existing NABS client who is ineligible for the NDIS
  - a new client 65 years of age and over who is ineligible for the NDIS.
- establishing new call centres

- purchase of motor vehicles
- overseas travel and accommodation
- recruitment expenses related to employing interpreters and associated call centre staff
- costs incurred in the preparation of a grant application or related documentation
- the purchase of land, major capital expenditure or major construction/capital works.

## 6 Assessment criteria

You must address all of the following assessment criteria in the application. Criterion 1 and 2 are both weighted at 30% each, and criterion 3 is weighted at 40%.

The application form includes character limits – up to 6,000 characters (approximately 1500 words for selection criterion 1, 2 and 3. The application form will not accept characters beyond this limit. Please note spaces are included in the character limit.

### Criterion 1 – Service Model

Describe your proposed Continuity of Support for National Auslan Interpreter Booking and Payment Service, and how this will be made operational by 1 July 2020 to achieve outcomes for the target group.

The response should:

- explain how the development and implementation of the activity will achieve the grant objectives
- explain how your organisation will measure outcomes and progress towards achieving the grant objective.

### Criterion 2 - Experience

Demonstrate your organisation's experience in developing, implementing, managing and monitoring effective programs for the Deaf Auslan community.

The response should:

- demonstrate your organisation's experience developing and delivering programs and activities that are relevant to this grant
- demonstrate your organisation's proven ability to develop and implement effective programs and activities for the Deaf Auslan community
- explain how your organisation will develop and implement strategies to support Deaf Auslan users in regional and remote areas.

### Criterion 3 - Capacity and capability

Demonstrate your organisation's capacity and capability to manage a Continuity of Support for National Auslan Interpreter Booking and Payment Service to a high standard.

Your response should:

- outline the number of key staff that will manage and/or deliver the activity, and outline their relevant capabilities (experience, skills and qualifications)
- explain how your organisation will effectively manage the activity to ensure that it achieves the grant objectives
- demonstrate your organisation's ability to successfully manage Commonwealth grant funding.

## 7 How to apply

Before applying, you must read, understand and familiarise yourself with a number of key documents.

These include:

- Grant Opportunity Guidelines
- Terms and Conditions
- Questions and Answers.

All grant round documents are found on the [GrantConnect](#) and [Community Grants Hub](#) websites. Any changes to grant documentation are published on both sites and addenda<sup>4</sup> 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.

When submitting your application/s, the following will apply:

- Applicants can only submit **ONE** application **except** where they are either:
  - a lead organisation of a consortium (see below)
  - an auspisor for one or more organisations (see below).
- If an applicant is a lead organisation of a consortium they can submit up to **TWO** applications:
  - one application on behalf of their organisation
  - one application as the lead organisation of a consortium.
- An applicant cannot submit more than one application as a lead organisation of consortium or on behalf of their organisation. If an applicant lodges more than one application, the application received closest to the closing date and time will be accepted and assessed. Where an applicant applies as an auspisor for one or more organisations or as a non-lead member of one or more consortia, those applications do not count towards the number of applications that the applicant can submit as described above.

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<sup>4</sup> Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, questions and answers documents.

To apply you must:

- complete the online application form on the [GrantConnect](#) or [Community Grants Hub](#) websites
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments
- submit your application/s to the Community Grants Hub by 11.00PM AEDT on 27 March 2020 (**closing date and time**).

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

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 the nature of your application and no additional information, which would materially change your application, will be taken into consideration after the closing date and time. For further information on late applications, please refer to section 7.2 below. You should keep a copy of your application and any supporting documents.

You will receive an automated notification acknowledging the receipt of your application. Please keep a record of your Submission Reference ID to assist with any follow up information or enquiries you may have in relation to your application.

## **7.1 Attachments to the application**

All of the following documents must be attached to your application for it to be considered compliant and for it to proceed to assessment. Templates are provided for your use with the grant opportunity documents as specified:

- Project Indicative Budget - mandatory template available on the GrantConnect and Community Grants Hub websites.
- Activity Project Plan - mandatory template available on the GrantConnect and Community Grants Hub websites.
- Copy of your most recently audited financial statements or accepted alternative documentation (mandatory), if audited financial statements are not available.
- Completed Auspice Authorisation form (only for organisations to authorise another organisation to apply on their behalf). Template available on the GrantConnect and Community Grants Hub websites.
- Signed trust deed and any subsequent variations, if applying as a Trustee on behalf of a Trust.

- If an Aboriginal and/or Torres Strait Islander organisation is registered with the Office of the Registrar of Indigenous Corporations (ORIC), a copy of their Certificate of ORIC registration.

You must attach supporting documentation according to the instructions provided within the application form. You should only attach requested documents. We will not consider information in attachments we have not requested.

**IMPORTANT:** There is a 2mb limit for each attachment. Please ensure that you are aware of the size of any attachments well in advance of the closing date for this grant round.

## 7.2 Timing of grant opportunity processes

You must submit an application by the closing date and time.

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

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time and time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

The Community Grants Hub does not have to accept any additional information, or requests from you to correct your application after the closing time.

Late application requests will only be accepted within three days after the grant opportunity has closed.

The Delegate or their appointed representative<sup>5</sup> 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 of the late application request is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

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<sup>5</sup> This will be a relevant DSS staff member at the EL2 level or above.

## Expected timing for this grant opportunity

Anticipated timeframes for this grant are contained below. Whilst every effort will be made to adhere to the indicated timeframes, applicants should note that the timeframes provided are indicative only and may be subject to change.

Table 1: Anticipated timing for this grant opportunity (Note: these dates might be subject to change)

Activity	Timeframe
Open grant round	4 weeks
Last submission time for questions	Friday 20 March 2020 5:00PM AEDT (1 week before closing)
Closing date and time	Friday 27 March 2020 11:00PM AEDT
Assessment of applications	3 weeks
Approval of outcomes of selection process	3 weeks
Announcement and notification to successful and unsuccessful applicants	1 week
Negotiations and award of grant agreements	Up to 6 weeks
Earliest start date of grant activity	July 2020
End date of grant activity	30 June 2022

### 7.3 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](mailto: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 20 March 2020. Following this time, only questions about using and/or submitting the application form will be answered.

### 7.4 Request for assistance in submitting application

If you are unable to prepare and submit your application using the online form because the form is not fully accessible to you, you can request assistance by emailing the Community Grants Hub at [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au) or calling the Community Grants Hub hotline on 1800 020 283 (option 1).

Please state the reason the online application is not fully accessible to you. Allow up to five full business days for the Community Grants Hub to provide you with a response about what assistance can be provided.

## 8 The grant selection process

### 8.1 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 an open competitive grant process.

If eligible, DSS will assess your application against the assessment criteria (see Section 6) and against other applications. We will consider your application on its merits, based on how:

- well it meets the criteria
- it compares to other applications.

A Selection Advisory Panel will consider whether it provides value with relevant money.<sup>6</sup> The Selection Advisory Panel may include senior staff from DSS, other Commonwealth officers or external advisors with relevant specialist expertise. When assessing the extent to which the application represents value with relevant money, the Selection Advisory Panel will have regard to the following:

- the overall objective/s to be achieved in providing the grant
- whether the proposed project is in line with the objectives of the Continuity of Support for National Auslan Interpreter Booking and Payment Service program
- the relative value of the grant sought
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives of the CoS arrangements
- the extent to which the applicant demonstrates a commitment to the social model of disability
- how the grant activities will target groups or individuals
- the risks, financial and other, that the applicant or project poses for DSS.

### 8.2 Financial viability

Applicants may be subject to a financial viability assessment. The financial viability assessment forms part of the risk mitigation strategy and can include:

- establishing whether relevant persons have any adverse business history (for example current or past bankruptcy)
- assessment of the financial health of an entity.

### 8.3 Who will assess and select applications?

DSS will assess each eligible and compliant application on its merit and compare it to other eligible applications, and report their findings to the Selection Advisory Panel. Assessment will be undertaken by the department's personnel and NABS program staff, who will undertake training to ensure consistent assessment of all applications.

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

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<sup>6</sup> See glossary for an explanation of 'value with relevant money'.

The Selection Advisory Panel will inform the assessment process and provides recommendations to the decision maker (DSS Delegate) on which applications to approve for a grant. The Selection Advisory Panel may include a mix of people with disability, employees of the Commonwealth Government, and people of specialist relevant expertise.

The Selection Advisory Panel may seek additional information about you or your application and this may delay completion of the selection process. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. Assessment personnel may also consider information about you or your application that is available through the normal course of business. This may include obtaining the opinion of an expert or advisor relevant to the particular matter under consideration by the Selection Advisory Panel and/or Assessment Centre.

#### **8.4 Who will approve grants?**

Based on the value of the grant round, and in line with the DSS Financial Delegations, the Group Manager, Participants and Performance will be the Delegate for this round. The Delegate (decision maker) decides which grants to approve based on the recommendations of the Selection Advisory Panel, taking into consideration any further information that may become known, including the:

- use of additional expert or advisory opinion
- availability of grant funds for the purposes of the grant program prior to the Delegate making a decision.

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

- approval of the grant
- grant funding amount to be awarded
- terms and conditions of the grant.

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

## **9 Notification of application outcomes**

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

### **9.1 Feedback on your application**

A Feedback Summary will be published on the Community Grants Hub website to provide all organisations with easy to access information about the grant selection process and the main strengths and areas for improving applications. Individual feedback will not be available for this grant round.

## 10 Successful grant applications

### 10.1 The grant agreement

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

Payment and reporting requirements will be dependent upon the associated risks and complexity of your grant activities.

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. Applicants should not make financial commitments related to this grant, until a grant agreement has been executed by DSS.

Applicants should note that grant agreements cannot be entered into until legislative authority for the program is finalised and in place.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These will be 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 likely have ten (10) business days from the date of a written offer to sign and return this grant agreement. The 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.

DSS will negotiate agreements with the successful applicant. If there are unreasonable delays in finalising a grant agreement, the grant offer may be withdrawn.

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

### 10.2 Commonwealth Child Safe 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 is likely to be included in a grant agreement where DSS 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.

A child safety clause may also be included in the grant agreement if DSS considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant terms and conditions 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.

### **10.3 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.

### **10.4 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.

The grant will be paid via Electronic Funds Transfer (EFT) into the bank account nominated by the applicant in the application form. No other forms of payment (e.g. cheque) are available.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments progressively based on the progress reports and the eligible expenditure.

### **10.5 Grant payments and GST**

Payments will be made as set out in the grant agreement. If the successful applicant has indicated that it is registered for [Goods and Services Tax \(GST\)](#), a GST payment of 10% of the value of the grant will be added to the grant amount requested. Where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Organisations that are not registered for GST at the time of signing the grant agreement will not be paid a GST component.

It is the responsibility of the applicant to manage its obligations for registration for GST as set by the Australian Taxation Office. This includes registering for GST if the organisation's income as a result of success in a grant round exceed the thresholds set by the Australian Taxation Office (ATO). Note that organisations need to be registered for GST if their total turnover thresholds reaches and exceeds \$75,000 individual or, \$150,000 as a not-for profit. Total GST turnover also includes grant funding.

The GST status of the organisation at the time of execution of the grant agreement will hold throughout the term of the grant. DSS is not obligated to pay a GST component to applicants who have registered for GST following execution of the grant agreement.

If an applicant receives a grant, they should consider speaking to a tax advisor about the effect of receiving a grant before they enter into a grant agreement. Applicants can also visit the [Australian Taxation Office \(ATO\) website](#) for more information.

## 11 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](#).

## 12 How we monitor your grant activity

There is a requirement to comply with the specific requirements for your activity as defined in your grant agreement. These requirements do not preclude any self-directed or self-commissioned monitoring and evaluation activities and we encourage you to consider additional activities to enhance your own knowledge of your project and its impact.

Various tools may be utilised to support the Monitoring and Evaluation Framework these may include the following:

1. Activity Work Plans including progress reports.
2. Surveys, questionnaires or similar tools provided or sent to project participants for completion as scheduled (generally bi-annually).
3. Other monitoring and evaluation tools and/or activities as required and agreed upon by both parties.

Please note that failure to comply with these requirements may result in the delay of funding instalments.

### 12.1 Keeping us informed

You should let us know if anything is likely to affect your grant project, services 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 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 as set out in your grant agreement.

## **12.2 Reporting**

As part of the grant agreement negotiations, DSS will provide the successful applicant with an Activity Work Plan template. The Activity Work Plan documents planned deliverables, milestones and outputs for the funded project.

Successful applicants' progress and outcomes against the Activity Work Plan will be monitored throughout the grant through regular reports.

The grant agreement will specify the type and frequency of reports the grant recipient will be required to submit. Grant recipients are required to have organisational processes and systems in place to allow them to meet their reporting obligations outlined in their grant agreement and Activity Work Plan.

The successful applicant must submit reports in the timeframes stated in the grant agreement. DSS will provide templates for these reports to enable them to report on:

- progress against agreed project milestones and outcomes
- eligible expenditure of grant funds.

The successful applicant will also be required to access project participants or people utilising the funded activities. Through tools such as surveys or other information gathering devices, this will allow DSS to determine the outcomes of the project in relation to the particular measures and indicators within CoS.

Grant recipients will be required to provide reports every six months on the number of people utilising their products, as well as noting the barriers and enablers relative to their project.

Grant recipients will need to maintain a record of users (or have a method of reaching users) of their programs. They will be required to provide a request for a survey to these people every six months.

## **12.3 Performance indicators**

Grant recipients will be required to report on outputs, outcomes and process measures as defined by DSS in accordance with the department's Monitoring and Evaluation Framework. These will be defined and documented through the Activity Work Plan. Further information and guidance will be provided to grant applicants, if successful, regarding specific indicators.

Specific performance indicators will be documented in your grant agreement and the Activity Work Plan.

DSS will provide templates to the successful grant applicant for reporting purposes and which grant recipients are expected to use.

## **12.4 Financial declaration**

At the end of your grant agreement, you will be required to provide a declaration in a format decided by us that the grant money was spent in accordance with the grant agreement, and to report on any underspends of the grant money.

## **12.5 Grant agreement variations**

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Arrangement Manager, DSS.

You should not assume that a variation request will be successful. DSS will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

## **12.6 Compliance visits**

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

## **12.7 Record keeping**

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

## **12.8 Evaluation**

Information about what you will be required to deliver in addition to your grant activity deliverables, if successful in your grant application, is detailed in Section 12.2 and will be included in the grant agreement. By submitting your application, you agree to implement the monitoring and evaluation requirements required by DSS.

Please note that failure to comply with these requirements may result in the delay of funding instalments to deliver your activity.

We will evaluate the grant activity against these indicators and measures 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 impacted you and to evaluate how effective the program was in achieving its outcomes.

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

# **13 Probity**

DSS will make sure that the grant opportunity process is fair, according to the published guidelines available on the [GrantConnect](#) and [Community Grants Hub](#) websites. These probity arrangements will incorporate appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and ensure compliance with the CGRGs.

Probity advice throughout the grant process will be provided by the Community Grants Hub probity advisors, and where relevant the department's probity advisors.

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

## 13.1 Enquiries and feedback

### Complaints about this grant opportunity

The department's [complaints procedure](#) applies 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 sent to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

### Complaints about the selection process

Applicants can contact the complaints service with complaints about the Community Grants Hub's service(s) or 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](#) website, by phone or mail.

Phone: 1800 634 035

Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

### Complaints to the Ombudsman

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

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 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 DSS or 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 DSS 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.

### **13.3 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.

In submitting a grant application under this opportunity, you agree to the Australian Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information we cannot assess your grant application.

The Australian Government may also use and disclose information collected about you 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 in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also 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 Australian Government would breach an Australian Privacy Principle as defined in the Act.

### **13.4 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.

## 13.5 Freedom of information

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

The purpose of the FOI Act gives 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. This right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

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](mailto:foi@dss.gov.au)

## 14 Glossary

Term	Definition
auspicor	An organisation who manages grant funding on behalf of another organisation.
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.
assessment criteria	are 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 grant opportunity, to determine application rankings.
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.
consortium	organisations working together to deliver a project.
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.
<a href="#"><u>Commonwealth Grants Rules and Guidelines (CGRGs)</u></a>	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.
decision maker	the person who makes a decision to award a grant.
eligibility criteria	refers 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"> <li>a. under which relevant money<sup>7</sup> or other <a href="#">Consolidated Revenue Fund</a> (CRF) money<sup>8</sup> is to be paid to a grantee other than the Commonwealth; and</li> <li>b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ul>
grant activity/activities	refers to the project/tasks/services that the grant recipient is required to undertake.
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant.
grant applicant	an interested party that meets the eligibility and assessment criteria of a grant opportunity and is able to meet the requirements of the grant.
<a href="#">GrantConnect</a>	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 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.
grant recipient	The successful organisation that has been selected to receive a grant.

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<sup>7</sup> Relevant money is defined in the PGPA Act. See section 8, Dictionary.

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

Term	Definition
Portfolio Budget Statement (PBS) Program	described within the entity's <a href="#">Portfolio Budget Statement</a> , 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.
selection criteria	comprise eligibility criteria and assessment criteria.
selection process	the method used to select potential grant applicants. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.
Selection Advisory Panel	provides strategic oversight, advice and recommendations to the decision maker on assessed applications from the program specific, service provider composition and service location perspectives.
value with relevant 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"> <li>▪ quality of the project proposal and activities</li> <li>▪ fit for purpose of the proposal in contributing to government objectives</li> <li>▪ absence of a grant is likely to prevent the grantee and government's outcomes being achieved</li> <li>▪ potential grantee's relevant experience and performance history.</li> </ul>