



Australian Government

Department of Health and Aged Care

Disability Support for Older Australians Service Coordinator

Grant Opportunity Guidelines GO6550

Opening date:	8 November 2023
Closing date and time:	2:00pm (Canberra time) on 9 November 2023
Commonwealth policy entity:	Department of Health and Aged Care (department)
Administering entity:	Community Grants Hub
Enquiries:	If you have any questions, contact the department via email: commonwealthdsoa@health.gov.au
Type of grant opportunity:	Closed non-competitive (non-application based)

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1. Disability Support for Older Australians: Service Coordinator grant opportunity processes

The Disability Support for Older Australians Program is designed to achieve Australian Government objectives. This grant opportunity is part of the above grant program which contributes to the Department of Health and Aged Care's Outcome 3. The Department of Health and Aged Care works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs).



The grant opportunity opens
We publish the grant opportunity guidelines on [GrantConnect](#).



You do not need to complete and submit a grant application
Your suitability to receive a grant will be assessed using existing information held by the department.



We assess grant suitability
We assess your suitability against eligibility criteria. We assess your suitability to receive a grant against the assessment criteria including an overall consideration of value with money.



We make grant recommendations
We provide advice to the Decision Maker on the merits of the assessed information.



Grant decisions are made
The Decision Maker decides if you are suitable and successful for grant funding.



We notify you of the outcome
We advise you of the outcome.



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. The Community Grants Hub manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the grant opportunity
We evaluate your specific grant activity and the grant opportunity 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 Disability Support for Older Australians (DSOA) Program grant opportunity. You must read these guidelines.

This document sets out:

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

2. About the grant program

The Disability Support for Older Australians Program (DSOA) (the program) commenced on 1 July 2021 and is available to eligible clients who received disability supports under the former Commonwealth Continuity of Support (CoS) Programme. It is a closed program and will continue to exist until such time the last eligible client exits the program. There are no new entrants.

The DSOA Program provides a client-centered program, with funding for disability services that is broadly aligned with NDIS prices and clients receiving an Individual Support Package overseen by a single DSOA service coordinator.

The [NDIS Quality and Safeguards Commission](#) regulates DSOA service coordinators.

The objectives of the program are:

- to deliver high quality care, support and services to clients;
- to support clients through the direct service delivery of planned respite services which allows families and other regular carers to take a break from their usual caring duties and support and maintain the care relationship, while providing a positive experience for the person with disability;
- to support clients to be informed about aged care service options and support their transition into this care where appropriate;
- to provide services that are socially and culturally appropriate and free from discrimination to all clients;
- to facilitate client choice and enhance the independence and wellbeing of clients and ensure services are responsive to their needs;
- to provide flexible, timely services that are responsive to local needs; and
- to take into account the protection and promotion of the human rights of the person.

The intended outcomes of the program are:

- that this cohort of older people with disability:
 - continue to receive similar outcomes to those they were achieving prior to the introduction of the DSOA Program;
 - are supported to be as independent as possible; and
 - have their human rights upheld in the provision and receipt of services.
- that the wellbeing of this cohort of older people with disability is maintained through the

- delivery of consistent, timely, high-quality services and supported transition into appropriate programs such as aged care as their circumstances change and following consultation with the older person and their carer/advocate/nominee; and
- that carers and care relationships are supported through the provision of respite services to older people with disability.

We administer the program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs).

2.1 About the grant opportunity

The purpose of this grant opportunity is to enable current DSOA service coordinators and those who are eligible, to deliver select disability services to older Australians with a disability who are currently receiving DSOA funded supports and are unable to be supported by the

in-home Aged Care system (Commonwealth Home Support Programme or Home Care Packages).

The objectives of the grant opportunity are:

- to continue providing specialist disability supports to DSOA clients who are not able to be supported by the in-home Aged Care system;
- continue providing specialist disability supports to DSOA clients living in Supported Independent Living arrangements who are unable to be supported in a residential aged care facility;
- to ensure that the wellbeing of this cohort of older people with disability is maintained through the delivery of consistent timely high-quality services;
- to provide supported transition into aged care programs as appropriate as their circumstances change and following consultation with the older person and their carer/advocate/nominee; and
- carers and care relationships are supported through the provision of respite services to older people with disability.

Further details relating to the DSOA Program are outlined in the [DSOA Program manual](#).

The Activity will be measured against the below Performance Indicator/s.

Performance Indicator	Measure
All of the requirements of the Grant Agreement have been met	<p>Information is provided to an acceptable standard in the performance reports</p> <p>Annual reviews of client support needs are conducted by the funded organisation</p> <p>The organisation has submitted current Individual Support Packages for all clients</p> <p>Notification of client exits are submitted to the department in a timely manner</p> <p>Clients are supported to transfer to a new organisation if they choose to do so</p> <p>Clients are supported to transition to other aged care funded programs</p>
Activities are completed according to the scope and timeframes outlined in the DSOA Program Manual	The department and your organisation agree that the requirements outlined in the funding agreement have been completed, within the timeframes specified

Table 1: Performance Indicators

3. Grant amount and Grant period

3.1 Grants available

The Australian Government has announced a total of \$1.336 billion over 3 years for the DSOA program.

The grant opportunity will run from 1 January 2024 to 30 November 2026.

2023-24 FY \$ M	2024-25 FY \$ M	2025-26 FY \$ M	Total \$ M
449.396	448.310	438.689	1,336.395

Table 2: Grant Opportunity Funding Available (GST exclusive)

3.2 Grant period

Pending government decisions, the intention is that the program will continue to be funded and as such, successful organisations will be informed of any variations to extend the agreements and provide additional funding post announcement/decisions by government.

However, for this grant opportunity, funding agreements will be for a period of 2.5 years. You must complete your grant by 30 June 2026.

4. Eligibility criteria

We cannot consider your suitability to receive a grant if you do not satisfy all the eligibility criteria. We cannot provide a grant if you receive funding from another government source for the same purpose. To be eligible for this grant opportunity, you must be an organisation who is either currently delivering DSOA funded services and/or has been assessed as suitable based on the client support needs and locality. Organisations that are currently funded will continue to be funded until the client no longer requires the services of the organisation because they have identified a more suitable organisation to meet their disability support needs.

Organisations must be able to demonstrate that they are able to support the client during the duration of this grant period because the client has chosen them to support them to access the activities funded under the DSOA Program. The list of activities that are funded through DSOA are noted in the [DSOA Program Manual](#).

As part of the DSOA grant agreement, organisations are required to prepare an Individual Support Package (ISP) with each client that outlines the supports they will provide. A copy of the ISP must be submitted to the Department once completed and each time it is reviewed and updated to reflect the client's support needs. Further information is available in the DSOA Program Manual.

4.1 Who is eligible for a grant?

Organisations are assessed as eligible if they meet the below criteria;

- are registered with the [NDIS Quality and Safeguards Commission](#) and have been approached by a DSOA client to deliver the supports required by that DSOA client;
- have demonstrated that they can deliver the project activities;
- have existing networks within the community that will be leveraged during the grant period;
- have connections with existing clients and other service providers in the delivery of specialist disability services, demonstrating the positive reputation the organisations have developed within the community; and
- have met deliverables under the terms and conditions of their current DSOA funding agreement and/or the department has considered information on organisations available through the normal course of business in the assessment of eligibility.

Noting that the DSOA Program is a closed program and there will be no new clients, the Department expects that clients will already be receiving supports from their preferred service provider. However, during the course of the activity period, situations may occur whereby the DSOA service coordinator can no longer meet the specialist disability support needs of the client. In this situation, should the client not be able to find an alternative suitable existing DSOA service coordinator, the Department may consider a request from a provider that is already registered with the [NDIS Quality and Safeguards Commission](#) and is identified by the client as a provider that can meet their support needs.

If this circumstance arises, the decision to onboard the provider will be made by the Assistant Secretary Home Support Operations Branch on the basis that the client/their representative has verified that their specialist disability support needs cannot be met by any other existing DSOA service coordinator and that their chosen provider meets the objectives of the

program.

An organisation that is funded as at 1 September 2023, will no longer be funded if they no longer meet the above requirements and/or a client no longer requires their services.

4.2 Who is not eligible for a grant?

You are not eligible to apply for this grant opportunity if you:

- have not received an invitation from the Department;
- do not meet the eligibility requirements as listed at Section 4.1;
- have not been approached by a DSOA client to deliver supports to them;
- you do not have a current registration with the [NDIS Quality and Safeguards Commission](#) and have not been granted an exemption by the program as of 1 September 2023; and
- are an organisation, or your project partner is an organisation, included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

4.3 What qualifications, skills or checks are required?

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

- Working with Vulnerable People registration (or equivalent depending on the relevant state or territory);
- Working with Children check;
- Relevant skills and training appropriate to the service being delivered; and
- [NDIS registration](#), unless there is an existing exemption in place from the Department of Health and Aged Care.

Your organisation must comply with all relevant state and territory legislation, including state and territory legislation applicable to working with children and vulnerable people.

DSOA service coordinators must also comply with Commonwealth legislation including:

- The Privacy Act 1988 in performing the obligations outlined in the grant agreement;
- The Copyright Act 1968 in regards to undertaking the activity;
- The Freedom of Information Act 1982 (FOI Act);
- Age Discrimination Act 2004;
- Australian Human Rights Commission Act 1986;
- Disability Discrimination Act 1992;
- Racial Discrimination Act 1975; and
- Sex Discrimination Act 1984.

The Department recognises the Australian Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse, and the [Commonwealth Child Safe Framework](#). As such, the Department expects that all grant recipients comply with all Australian law relating to employing or engaging people who work or volunteer with children. This includes working with children checks and mandatory reporting; and the Department may request an annual statement of compliance with this requirement. If successful, these details will be outlined in the grant agreement.

5. What the grant money can be used for

5.1 Eligible grant activities

To be eligible, you must use your grant money for direct service delivery of the activities that are funded by the DSOA Program. You may also use your grant funding for governance/operational matters that are related to delivering activities to DSOA clients.

Successful applicants should be familiar with service outputs funded under the activity as outlined in the [DSOA Program Manual](#)

5.2 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred for eligible grant activities. Successful applicants should be familiar with the service outputs funded under the activity as outlined in the [DSOA Program Manual](#) and must deliver DSOA services in accordance with the:

- DSOA Program Grant Opportunity Guidelines (this document);
- DSOA Grant Agreement; and
- [DSOA Program Manual](#).

Restrictions on the use of the grant are outlined in this document and the [DSOA Program Manual](#) and may be updated from time to time.

Eligible expenditure items include:

- those that provide assistance with or supervision of tasks of daily life in a shared living environment; and
- activities that support a client to live as autonomously as possible in their own home.

The grant funding can be used for all costs directly associated with delivering a DSOA service to clients. Further information can be found in the [DSOA Program Manual](#).

In addition, DSOA service coordinators will receive a management fee equal to one per cent (1%) of each client's total funding. The management fee can be used for costs directly associated with managing each client's support needs as outlined in the client's Individual Support Package and the service coordinators funding agreement.

Not all expenditure on your grant activity may be eligible for grant funding. The Decision Maker makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required.

You must incur the expenditure on your grant activities between the start date and end or completion date of your grant activity for it to be eligible.

5.3 What the grant money cannot be used for

You cannot use the grant for:

- purchase of land;
- major capital expenditure, major construction/capital works;
- 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 electricity, phone and rent;
- overseas travel;
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility;
- the purchase or modification of vehicles; and
- activities that are not identified as supports and services provided by the DSOA Program.

6. The assessment criteria

The following assessment criteria will be used to assess your suitability to receive a grant. Eligible organisations **do not** need to submit an application for this grant opportunity.

All criteria have equal weighting.

We will only award funding where assessment scores are Suitable against assessment criteria 1 to 3.

OR, in the circumstance whereby a client/their representative has verified to the Department that their specialist disability support needs cannot be met by existing DSOA service coordinators and that their chosen provider meets the objectives of the program, we will award funding where the provider is rated Suitable against Criterion 4.

Existing DSOA Service Coordinators

Assessment Criterion 1: Alignment with grant opportunity objectives

Assessment will include:

- A review of annual reports/plans to monitor for alignment with the objectives and outcomes of the grant opportunity. These reports/plans may include (but are not limited to the following):
 - performance reports;
 - client funding breakdowns;
 - client Individual Support Packages (ISPs); and
 - financial acquittal reports.
- consideration of information about the organisation that is available through normal course of business;
- consideration of information about the organisation that is available from the [NDIS Quality and Safeguards Commission](#) or the [Aged Care Quality and Safety Commission](#); and
- consideration of the DSOA client's/legal representative that they have requested the onboarding of the provider as they cannot find a suitable existing DSOA service coordinator.

In addition, the Department will consider the performance of your organisation over previously funded years, past value for money, compliance with grant agreement, progress towards meeting grant activity milestone/s, including a history of unspent funds or under

delivery, complaints, quality and any performance concerns.

Assessment Criterion 2: Effective Risk Management Strategies

Assessment will include a review of deliverables including Risk Management Plans and Performance Reports.

The Department will also undertake a Service Provider Capacity Risk Assessment for each organisation in line with the Department's risk management framework. This Risk Assessment will be completed prior to an assessment of suitability against this grant opportunity.

Assessment Criterion 3: Efficient, effective economical and ethical use of grant funds

Assessment will include a review of past budgets and financial acquittals. As part of this assessment, you may also be required to agree to a new budget for the delivery of the DSOA Program.

In addition, we may seek further information or expert advice from any source in relation to a particular organisation or particular activity and take this into account when making decisions about whether or not to offer a grant.

New providers nominated by the DSOA client

Assessment Criterion 4: Able to facilitate the delivery of specialist disability services in the manner and location as required by the DSOA client to facilitate client choice.

Assessment will include a review of the organisation's current annual reports/plans to monitor for alignment with the objectives and outcomes of the grant opportunity.

The Department will request confirmation of the organisation's registration with the NDIS Commission and check the [NDIS Commission's register of compliance and enforcement actions](#) to determine whether there are any current banning orders or compliance notices.

The Department may also request from the provider additional information such as their governance arrangements and may seek further information or expert advice from any source in relation to a particular organisation or particular activity and take this into account when making decision about whether or not to offer a grant.

7. How to apply

The eligible organisations do not need to submit an application for this grant opportunity. The Department will assess your suitability to receive a grant against all assessment criteria.

You must read all available documentation about the grant opportunity provided on GrantConnect. Any alterations and addenda¹ will be published on GrantConnect and by registering on this website, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information. If you need further guidance around the process, please contact us at commonwealthdsoa@health.gov.au

7.1 Timing of grant opportunity processes

If you are successful, we expect you will be able to commence your grant activity from 1 January 2024.

Table 3: Expected timing for this grant opportunity

Activity	Expected Timeframe
Open on GrantConnect	1 day
Assessment of suitability	2 weeks
Approval of outcomes of selection process	1 week
Negotiations and award of grant agreements	4 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	1 January 2024
End date of grant activity or agreement	30 June 2026

¹ Alterations and addenda include but are not limited to corrections to currently published documents, changes to close times, Questions and Answers (Q&A) documents and Frequently Asked Questions (FAQ) documents.

7.2 Questions during the process

If you have questions relating to the grant, technical issues or process, please contact commonwealthsoa@health.gov.au. The Department will respond to emailed questions within three working days.

8. The grant selection process

8.1 Assessment of suitability

We first review your eligibility to receive funding against the eligibility criteria in Section 4.

Only eligible organisations will move to the next stage. We consider eligibility and suitability through a closed non-competitive, non-application-based process. We review your existing financial acquittals and performance/progress reports. We review these against the program objectives and outcomes as listed in Section 2 of these grant opportunity guidelines. We may also review the NDIS provider register and compliance and enforcement actions.

We will then assess your suitability to receive a grant against the assessment criteria (see Section 6). We consider your suitability, based on:

- how well your past performance meets the criteria; and
- whether your past performance provides value with relevant money.²

² See Glossary for the definition of 'relevant money'.

We will use the Descriptive Classification rating Scale below.

Table 4: [Descriptive Classification Rating Scale](#)

Rating (for individual criterion)	Rank
High/good quality – response against this criterion meets all/most sub-criteria to a higher than average/average standard. Evidence is available and provides support for claims against this criterion.	Suitable
Poor quality – poor claims against this criterion, meets some or none of the sub-criteria. Evidence is unavailable, not relevant or lacking in detail.	Not Suitable

You must be rated as Suitable to be considered for funding. When assessing the extent to which your past performance represents value with money³, we will have regard to:

- the overall objective/s to be achieved in providing the grant;
- the extent to which the evidence in existing information held by the Department demonstrates that it will contribute to meeting the outcomes/objectives;
- the relative value of the grant sought; and
- how the grant activities will target groups or individuals.

8.2 Who will assess suitability?

The Department will establish an assessment team to assess your suitability to receive a grant by reviewing information and documentation in Section 6. The assessment team may comprise of staff from across the department.

The assessment committee will be made up of staff within the Home Support Operations Branch of the Department who have very good knowledge about the DSOA Program. The assessment committee chair will be the Director, Disability Support for Older Australians Program Section.

We may ask external experts/advisors to inform the assessment process. Any expert/advisor, who is not a Commonwealth Official, will be required/expected to perform their duties in accordance with the CGRGs.

The assessment committee may seek additional information about you. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The assessment committee may also consider information about you that is available through the normal course of business.

The assessment committee recommends to the Decision Maker suitability of the eligible organisation/s.

³ See Glossary for the definition of 'value with money'.

8.3 Who will approve grants?

The Assistant Secretary of the Home Support Operations Branch (the Decision Maker) decides which grant(s) to approve taking into account the recommendations of the assessment team and the availability of grant funds for the purposes of the grant opportunity.

The Decision Maker's decision is final in all matters, including:

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

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

9. Notification of outcomes

We will advise you of the outcome of this process in writing. If you are successful, we will advise you of any specific conditions attached to the grant.

If you are unsuccessful, we will give you an opportunity to receive feedback. A request for individual feedback should be made to the Department within 20 days of being notified of the outcome by responding to the outcome email. We will respond to your request for feedback in writing within 20 days.

10. Successful grantees

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We use the whole-of-government grant agreement templates in this program and will select the most appropriate depending on the size and complexity of your activities.

Each agreement has general terms and conditions that cannot be changed. Sample grant agreements are available on the [Department of Finance's website](#).

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. If you choose to start your grant activities before you have an executed grant agreement, you do so at your own risk.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the Decision Maker. We will identify these in the agreement.

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

You will have 20 days from the date of a written offer to execute this grant agreement with the Commonwealth ('execute' means 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 currently held by the department.

You may request changes to the grant agreement. However, we will review any required changes to these details to ensure they do not impact the grant as approved by the Decision Maker.

10.2 Specific legislation, policies and industry standards

Whilst you are required to be compliant with all relevant laws and regulations, you will be requested to demonstrate compliance with the quality and safeguard framework of the [NDIS Quality and Safeguards Commission](#).

You will need to comply with the quality standards and requirements detailed in the [DSOA Program Manual](#) and comply with the requirements set out in the DSOA Grant Agreement including terms and conditions, supplementary conditions and schedules.

10.2.1 The Multicultural Access and Equity Policy

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.

10.2.2 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 will be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children; and
- 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 the Commonwealth 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 agreement 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.

10.2.3 National Redress Scheme

The [National Redress Scheme](#) for Institutional Child Sexual Abuse Grant Connected Policy makes non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse that do not join the Scheme, ineligible for future Australian Government grant funding. The National Redress Scheme Grant Connected Policy came into effect on 1 January 2021.

10.2.4 Australian Industry Participation (AIP) National Framework

The AIP framework applies to Australian Government grants of \$20 million or more (at the individual grant level). The purpose of the AIP plan is to identify opportunities for Australian industry to supply goods and services associated with the grant activity/ies where reasonable. Where an AIP plan is required (an individual grant of more than \$20 million is being paid) the successful applicant must develop the plan prior to entering into a grant agreement with the Commonwealth. For more information see the [Australian industry participation website](#).

10.3 How we pay the grant

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

We will make payments quarterly in advance according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress and performance against indicators and appropriate milestone requirements.

10.4 Grants Payments and GST

Payments will be GST Exclusive. 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 taxation circumstances.

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

12.1 Keeping us informed

You should let us know if anything is likely to affect your grant activity or organisation. We need to know of any key 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.

You must also inform us of any changes to your:

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

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

12.1.1 COVID-19

As a result of COVID-19, organisations may need to identify alternative methods of service delivery. The department will support flexibility in the delivery of planned services to enable contracted organisations to adapt to the changing environment. The department will be considered in its approach to reporting over this time and be flexible in reporting requirements under the terms of the Schedule.

12.2 Reporting

You must submit reports in line with the grant agreement. We may provide sample templates for these reports as appendices in the grant agreement.

The amount of detail you provide in your reports should be relative to the size, complexity and grant amount.

We will monitor progress by assessing reports you submit and may conduct site visits or request records to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

12.3 Financial reporting

You must submit financial reports in line with the grant agreement.

We will ask you to report on the expenditure of the grant using a financial declaration and/or an income and expenditure statement and/or an audited income and expenditure statement.

12.4 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 (FAM) listed on the agreement.

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.

12.5 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.

12.6 Record keeping

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

12.7 Evaluation

We will evaluate the grant opportunity to measure how well the outcomes and objectives have been achieved. We may use information from the assessment process and reports for this purpose. We may also interview you or 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 one year after you finish your grant for more information to assist with this evaluation.

12.8 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 activity/supported independent living facility received grant funding from the Australian Government.'

13. 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 amended periodically by the Department. When this happens, the revised guidelines will be published on GrantConnect.

13.1 Enquiries and feedback

The Department's [Complaint Handling Process](#) applies to complaints about this grant opportunity. All complaints about a grant process must be provided in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to Grant.ATM@health.gov.au.

If you do not agree with the way the department 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 relevant Commonwealth entity.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: [Home - Commonwealth Ombudsman](#)

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 the Department's staff, any member of a committee, an 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 selection process, such as an Australian Government officer;
- has a 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; and
- has a 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.

If you identify an actual, apparent, or perceived conflict of interest, you must inform the Department 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 [Australian Public Service Commission's 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; and
- 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 disclose 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.

You must declare your ability to comply with the *Privacy Act 1988* (the Act) 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 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 disclose to any person, other than us, any confidential information relating to the grant process 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, your employees, agents or subcontractors to give a written undertaking relating to non-disclosure 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:

- the committee and other 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; and
- 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 in the possession of the Australian Government, 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 members of the public rights of access to documents held by Australian Government entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. Access may be refused if a document contains “exempt” material, such as commercially valuable information or the personal or business information of a third party.

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

By mail: Freedom of Information Coordinator

FOI Unit

*Department of Health and Aged Care
GPO Box 9848*

CANBERRA ACT 2601

By email: foi@health.gov.au

14. 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
assessment criteria	are the specified principles or standards, against which suitability 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
Commonwealth Child Safe Framework	in response to the Royal Commission into Institutional Responses to Child Sex Abuse, the Australian Government has introduced the Commonwealth Child Safe Framework , a whole-of-government policy that sets minimum standards for creating and embedding a child safe culture and practice in Commonwealth entities
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
<i>Commonwealth Grants Rules and Guidelines 2017 (CGRGs)</i>	establish the Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. The CGRGs contain the key legislative and policy requirements and explain the better practice principles of grants administration
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
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> <ol style="list-style-type: none"> a. under which relevant money⁴ or other Consolidated Revenue Fund (CRF) money⁵ 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 Portfolio Budget Statement Program
grantee / grant recipient	the individual/organisation which has been selected to receive a grant
National Redress Scheme	the National Redress Scheme for Institutional Child Sexual Abuse Grant Connected Policy makes non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding. The National Redress Scheme Grant Connected Policy came into effect on 1 January 2021.

⁴ Relevant money is defined in the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), chapter 1, section 8 Dictionary.

⁵ Other CRF money is defined in the PGPA Act. See section 105 Rules in relation to other CRF money.

Term	Definition
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.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act)	the PGPA Act establishes a system of governance and accountability for public resources with an emphasis on planning, performance and reporting. It applies to all Commonwealth entities and Commonwealth companies.
relevant money	<ol style="list-style-type: none"> a. money standing to the credit of any bank account of the Commonwealth or a corporate Commonwealth entity; or b. money that is held by the Commonwealth of a corporate Commonwealth entity.
selection criteria	comprise eligibility criteria and assessment criteria
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 assessment criteria.
value with money	<p>value with money in this document 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:</p> <ul style="list-style-type: none"> • the quality of the project proposal and activities • fitness for purpose of the proposal in contributing to government objectives • that the absence of a grant is likely to prevent the grantee and government's outcomes being achieved; and • the potential grantee's relevant experience and performance history.