



Commonwealth Home Support Programme (CHSP) Growth Funding 2024-25 Guidelines (GO6887)

General feedback for applicants

This is a summary of common reasons applicants in this grant opportunity were not successful. It also provides information on areas where less competitive applications could have been strengthened.

Significant competition for funding

This was a highly competitive grant opportunity, with demand far exceeding the available **\$100 million** in funding. The department received a total of **1,201** applications seeking **over \$2 billion** in funding.

Eligible applications

All applications were assessed in accordance with the CHSP Growth Funding 2024-25 Grant Opportunity Guidelines.

Where the eligibility criteria (stated in Section 4 of the Grant Opportunity Guidelines) was met, applications were assessed as outlined in Section 8 (the grant selection process), specifically considering applicant responses to the assessment criteria stated in Section 6.

Only applications that scored good or above against each of the 3 assessment criteria (based on the rating scale in Section 8) were considered for funding in the first instance. The highly competitive nature of this round meant, in many cases, that otherwise suitable applications could not be supported within the available funding.

The extent to which an application represented value for relevant money was determined by considering:

- the overall objective/s to be achieved in providing the grant
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives
- the relative value of the grant sought
- the extent to which the geographic location of the application matches identified priorities, and
- how the grant activities will target groups or individuals.

Applications were not further considered if they did not clearly demonstrate:

- how the funding would assist in achieving the delivery of priority CHSP service types in the identified priority locations, or
- did not represent value for money.

Areas where unsuccessful applications could have been strengthened

Criterion 1 – Service Delivery (5 points)

Describe how your organisation will deliver the services in the identified ACPRs in the application.

The Grant Opportunity Guidelines requested that applicants demonstrate this through:

- Your organisation’s understanding of:
 - The service delivery principles, as outlined on pages 6-7 of the CHSP Program Manual 2023-2024.
 - Client needs in the area (including rights and responsibilities, and specific needs of your target cohort).
 - Workforce requirements to deliver the services, including relevant qualifications (where applicable) and language capabilities.
- Outlining the service delivery model and implementation strategy for the services, should the application be successful. For example, how you will expand or develop services in new or currently funded areas.
- Demonstrating existing practices to provide or adapt services to be appropriate to the needs of the individual.
- Demonstrating how the organisation actively engages with the local community, community organisations and families to inform how services are delivered and outline how this capability is built when seeking to provide services to new groups of clients or in new regions.
- Outlining how the funding applied for will further support cost-effective service delivery across similar services that your organisation already delivers across the care economy (aged care, Department of Veterans Affairs , and/or the National Disability Insurance Scheme).

Strong Applicants	Clearly described
<p>Clearly demonstrated an understanding of service delivery principles, client needs and workforce requirements, specifically in relation to CHSP service provision.</p>	<ul style="list-style-type: none"> • The CHSP service delivery principles including: <ul style="list-style-type: none"> ○ Client independence, autonomy, and flexibility ○ Cultural safety and competence, language requirements (where applicable) ○ Specific qualifications and/or language capabilities (where applicable) • Existing workforce, skills/qualifications and capability requirements.
<p>Clearly detailed the current service delivery model, along with an implementation strategy that is aligned with the service types applied for.</p>	<ul style="list-style-type: none"> • Their organisation’s current service delivery model and various roles performed within their existing workforce. • Any existing service delivery arrangements (e.g. vehicle fleet arrangements). • How existing services will be expanded to include delivery of the CHSP service types applied for.

Strong Applicants	Clearly described
	<ul style="list-style-type: none"> How the new CHSP services will be embedded into the current service delivery model and/or how the model will be expanded to include the delivery of these new/additional services.
Clearly explained existing practices and how they might be adapted for CHSP service provision.	<ul style="list-style-type: none"> What their organisation's existing practices were and how these would be adapted to the delivery of the CHSP services applied for. What specifically will be improved or expanded. How their clients will benefit from existing practices and proposed improvements/expansions.
Clearly demonstrated community engagement with local community organisations and families, which informs service delivery, as well as commentary on how this capability might be expanded when seeking to provide services to new clients and/or in new locations.	<ul style="list-style-type: none"> Examples of organisations with whom they have existing engagement, the nature of the engagement and how this is of benefit to service delivery and clients receiving their services. How new connections are built and their purpose. Opportunities to increase or build new networks specific to the delivery of CHSP services, including names of organisations, the nature of the engagement and how this is of benefit to clients receiving services.
Clearly explained how funding will support cost-effective service delivery.	<ul style="list-style-type: none"> How the funding applied for would not only support delivery of the CHSP services, but also cost-effective service delivery of the existing services they provide under the care economy.

Criterion 2 – Stakeholder Engagement (5 points)

Describe how your organisation will cultivate or expand links with other service organisations, infrastructure and resources, including the Regional Assessment Services (RAS) and other relevant specialist services (e.g. dementia supports).

The Grant Opportunity Guidelines advised that applicants must demonstrate this through identifying:

- Strong existing connections with local organisations, services, and community groups.
- Opportunities to build on or create new links with organisations.

Strong Applicants	Clearly described
Clearly described existing connections and explained the benefits of those relationships for service provision.	<ul style="list-style-type: none"> The nature of existing connections with organisations from across multiple industries and/or community groups and how these

Strong Applicants	Clearly described
	<p>support the delivery of existing services and client outcomes.</p> <ul style="list-style-type: none"> • The existence of relationships with culturally informed groups/organisations (where applicable). • How existing connections would be of benefit in delivering the CHSP services applied for.
<p>Clearly identified opportunities to create new relationships and explained how those connections might be established to optimise outcomes service delivery and client outcomes.</p>	<ul style="list-style-type: none"> • Any opportunities to create new connections, detailing with whom, through which avenues and how this will support CHSP service delivery. • How these new connections would optimise the delivery of the CHSP services applied for.

Criterion 3 – Efficient and Effective Use of Grant Funds (5 points)

Describe how you will ensure the funding will result in the delivery of efficient and effective services.

The Grant Opportunity Guidelines advised that applicants must demonstrate this by identifying how the activities achieve high quality outcomes in a cost-effective way, including:

- Workforce readiness, outlining any required recruitment and/or training activities and the timeframe in which these activities could be completed to enable CHSP service delivery to commence.
 - If applicable, any other factors that may be relevant in terms of service delivery models or delays to service delivery commencement.
 - Other factors outside of workforce readiness may include purchase of equipment, leasing of office space, adherence to a cultural requirement, etc.
- If advised that your organisation was successful, what is the anticipated number of weeks, from notification of a successful outcome, by which your organisation would be effectively ready to commence delivering any approved CHSP services.
- Service types being applied for in the Activity Work Plan are accurately addressed in the response.
 - If the unit price is outside of the range identified in the 2024-25 CHSP National Unit Price Range, the response provides information explaining the reason for the higher or lower unit price.

Strong Applicants	Clearly described
<p>Clearly explained workforce readiness, recruitment and training processes.</p>	<ul style="list-style-type: none"> • How many staff are employed, any additional recruitment activities (numbers, qualifications etc.) and associated timeframes to commence CHSP service delivery. • The cultural safety/competence of staff (if applicable). • Any language diversities within staff (if applicable).

Strong Applicants	Clearly described
	<ul style="list-style-type: none"> • The scope of any training activities required to be undertaken prior to CHSP service delivery commencement and indicative timing to complete. • Any certifications needed for staff prior to CHSP service delivery commencement and indicative timing to complete.
Clearly stated a timeframe by which all recruitment and training processes could be completed to enable CHSP service delivery.	<ul style="list-style-type: none"> • The number of weeks anticipated for recruitment and training to be completed for CHSP service delivery to commence following notification of a successful outcome.
Clearly stated a timeframe (anticipated number of weeks) from notification of a successful grant outcome, by which CHSP service delivery could be commenced.	<ul style="list-style-type: none"> • The number of weeks (or date) for CHSP service delivery to commence following notification of a successful outcome.
Clearly addressed the service type/s applied for.	<ul style="list-style-type: none"> • All service types and examples of activities to be delivered in each location.
Clearly identified other factors that might delay the anticipated CHSP service delivery timeframe.	<ul style="list-style-type: none"> • The scope of any of the following types of activities which may impact the timing of the commencement of CHSP service delivery. In addition to the timeframe in which these activities could be completed to enable CHSP service delivery to commence as planned: <ul style="list-style-type: none"> ○ required recruitment and/or training activities ○ infrastructure or IT implementation ○ purchase of equipment ○ leasing of office space, etc.
Clearly explained why unit prices were above or below the range (if applicable).	<ul style="list-style-type: none"> • Clear justification for unit prices.