



Australian Government

Department of Health and Aged Care

Aged Care Quality Improving Food in Aged Care through Education and Training Grant Opportunity Guidelines GOXXXX

Opening date:	dd mmm 2023
Closing date and time:	2:00pm (Canberra time) on [dd mmm 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: grant.atm@health.gov.au . Questions should be sent no later than 5:00pm (Canberra time) on [dd mmm 2023].
Type of grant opportunity:	Closed non-competitive (with application)

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1. Aged Care Quality: Improving Food in Aged Care through Education and Training grant opportunity processes



1.1 Introduction

These guidelines contain information for the Improving Food in Aged Care through Education and Training grant opportunity.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/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; and
- responsibilities and expectations in relation to the opportunity.

2. About the grant program

Within the final report of the Royal Commission into Aged Care Quality and Safety, the role and importance of food and nutrition in the overall wellbeing of the elderly was categorically recognised. The report noted that the consequences of poor nutrition are significant and often irreversible for older people and is associated with many other health risks, including an increased incidence of falls and fractures, increased time for pressure injuries to heal, and increased risk of infection.

Improving Food in Aged Care through Education and Training (the program) will run over three years from 2022-23 to 2024-25. The program was announced as part of the Government's election commitment, Better Food in Aged Care, seeking to improve food and nutrition outcomes for older Australians receiving aged care.

The objectives of the program are:

- To fund the Maggie Beer Foundation to design, deliver and maximise industry uptake in an aged care food sector education program with multiple modalities for chefs, cook and other aged care staff.

The intended outcomes of the program are:

- Improved industry capability including increased knowledge and understanding surrounding the provision of nutritious and appetising food by aged care cooks and chefs, and workers in the area residential and home care.
- Provision of support to the sector to meet the new and improved food and nutrition standard, which will enhance overall food and nutrition delivered in residential aged care.
- Improved quality of life of older Australians residing within residential aged care and an increase in positive responses to the question "do you like the food here"? in Residents' Experience Surveys.
- Reduced unplanned weight loss, falls and major injury and pressure injury quality indicators.

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

2.1 About the grant opportunity

Table 1: Performance Indicator/s (PIs)

Project Outcome	Performance Indicator / Measure
Delivery of between 4 and 6 new online training modules (with content agreed between the department and MBF) and Community of Practice (CoP)	<p><u>Online Training Modules</u></p> <ul style="list-style-type: none"> Development of between 4 and 6 modules with content (topics include but not limited to cultural diversity i.e. First Nations, texture modified diets, creative food preparation methods etc.), curriculum and training outcomes to be agreed with by Department. <p>New modules made free and publicly accessible within six months of training module funding being delivered.</p> <p><u>Community of Practice</u></p> <ul style="list-style-type: none"> Provision of monthly updates to the department detailing module registration, completion and engagement with CoP throughout the life of the grant. Of the aged care professionals who complete training modules, 75% enrol in the CoP by the end of 2024. This will be monitored through the monthly reporting. Online engagement by moderator for 3 hours, 5 days per week incorporating: <ul style="list-style-type: none"> Daily mentoring, support and responding to enquiries Twice weekly posting of content, such as best practice initiatives, case studies, peer reviewed evidence and/or recipes, to maintain engagement.

Project Outcome	Performance Indicator / Measure
<p>Preparation for State and Territory Virtual Training: Food satisfaction survey and menu assessments</p>	<p><u>Food satisfaction survey</u></p> <ul style="list-style-type: none"> • Selection, preparation and roll out of an evidenced based food satisfaction survey suitable for obtaining feedback on food for residential aged care as approved by the Department. • Food satisfaction survey offered sequentially (by State and Territory) to all 2,700 residential aged care services for completion by residents and/or representatives by December 2023. <p>Survey results will be used to:</p> <ul style="list-style-type: none"> • form a baseline understanding of consumer satisfaction, and • feed into the development of the State and Territory Virtual Training Program by early 2024. <p><u>Menu assessments</u></p> <ul style="list-style-type: none"> • Selection of an evidenced based menu assessment suitable for residential aged care as approved by the Department. • Menu assessments undertaken by an Accredited Practising Dietitian (APD) following section 1 of Dietitian Australia's 'Menu and Mealtime Quality Assessment of Residential Aged Care' through desktop review. • Menu assessments to be offered to all residential aged care services from June 2023 and rolled out sequentially to State and Territories so results can be used to inform training. • Individual menu assessment results to be provided back to both respective cooks/chefs/hospitality managers at each facility and MBF for training evaluation.

Project Outcome	Performance Indicator / Measure
State and Territory virtual training	<ul style="list-style-type: none"> • State and Territory virtual training development with content, curriculum and training outcomes to be agreed with and approved by Department. <ul style="list-style-type: none"> ○ Approval of content will be informed by the food satisfaction survey and menu assessment results as they get rolled out sequentially in each State and Territory. • Virtual training development by September 2023 and will be offered to all 2,700 residential aged care services for completion by 30 September 2025. Up to 135 sessions will be offered in no more than 40 locations across Australia, with a maximum of 20 participants in each session. • Dietitians, oral health practitioners and speech pathologists will be engaged as a part of the development of the training. • 75%+ of targeted cohorts have been offered the virtual training program for completion by the end of 2024. • Pre and post training surveys completed by training participants indicate an overall improvement in all training components. <p>Post survey evaluation should indicate:</p> <ul style="list-style-type: none"> • virtual training programs are effective in targeting the needs of specific cohorts including where and what local produce can be sourced in specific regions, and • training programs were sufficiently tailored to the specific needs of States and Territories.

Project Outcome	Performance Indicator / Measure
Trainer-mentor program	<ul style="list-style-type: none"> • Program schedule defined by August 2023 to allow for promotional opportunity and engagement before commencement in 2024. • 10 mentor chefs onboarded and trained by February 2024. • Mentor chefs train 12 targeted cooks and chefs each (120) with 50% having entered into the program by October 2024, and • 90%+ of targeted participant chefs and cooks having completed the program by August 2025. • Pre and post chef participant surveys completed by all chefs by 30 October 2025.
Evaluation	<ul style="list-style-type: none"> • Independent third party engaged prior to commencement of deliverables to determine evaluation methodology. • Evaluation report delivered to the department by 31 December 2025.

3. Grant amount and grant period

3.1 Grants available

For this grant opportunity up to \$5 million is available over three years.

Funding for this grant cannot exceed the total available funds with the maximum grant amount being \$5 million.

Table 2: Grant Opportunity Funding Available

Organisation	2022-23 FY \$ M (GST exclusive)	2023-24 FY \$ M (GST exclusive)	2024-25 FY \$ M (GST exclusive)	Total \$ M (GST exclusive)
Maggie Beer Foundation	2.18	1.74	1.08	5.0
Totals	2.18	3.92	5.0	5.0

3.2 Grant period

The grant opportunity will run from xx2023 to 24 December 2025.

4. Eligibility criteria

We cannot consider your application if you do not satisfy all the eligibility criteria.

To be eligible to apply you must be the organisation listed below and have received an invitation to apply from the department. Please note that an automated notification email from GrantConnect advising you of a new grant opportunity is not an invitation to apply for this grant opportunity.

4.1 Who is eligible to apply for a grant?

To be eligible you must be the listed organisation:

Table 3: Eligible organisation/s

Legal name of organization	ABN
Maggie Beer Foundation Ltd	15 168 279 865

Rationale for Invitation:

The eligible organisation is invited to apply for this grant opportunity as they have been assessed to have:

- capability to deliver the grant activities across all residential aged care facilities within Australia;
- existing infrastructure and relationships to support the grant activities;
- experience and capability to deliver to the grant objectives and outcomes including expertise and in training chefs and cooks in home style cooking and have well-developed relationships with multidisciplinary experts in the field;
- demonstrated value for money¹ in delivering outcomes in the current market; and
- their specific engagement was an election commitment made by Government.

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- any organisation not included in section 4.1.

5. What the grant money can be used for

5.1 Eligible grant activities

Eligible activities must directly relate to the grant opportunity and may include:

- **Online Training Modules:** Additional 4-6 training modules for specific issues including Home Care and Food Culture in First Nations People, texture modified diets and creative food preparation models to support broad sector uplift in the preparation of appealing and flavoursome food;
- **Menu assessment:** By Accredited Practicing Dietitians across all 2,700 residential aged care services to provide valuable sector insights and to inform State and Territory specific virtual training;

¹ See Glossary for the definition of 'value for money'.

- **Food Satisfaction Survey:** Use of a food satisfaction survey for older Australians and their families across all 2,700 residential aged care services to inform State and Territory specific virtual training;
- **State and Territory Virtual Training:** Informed by the above inputs, virtual training programs tailored to the specific needs of State and Territories with an emphasis on local produce will be designed and rolled out to all 2,700 residential aged care services. This will be complemented by an online community of practice to be developed and made available, supporting the sector to share best practice guidelines, innovation and recipes;
- **Targeted train-the-trainer Program:** To provide intensive guidance and outreach support to a cohort of chefs and cooks on site;
- **Grant Promotional Activities:** Including travel and expenses to engage in partnered media activities with the Minister for Aged Care.
- **Program evaluation:** evaluation to be conducted with design, progress and final reports to be provided.

It is expected that all grant activities will be provided free of charge to participants.

5.2 Eligible locations

Where your grant activities are virtual or online, consideration must be taken to ensure that the program is offered and/or delivered to all 2,700 residential aged care services throughout Australia.

Training targeting state or territory locations must be delivered to all state and territories within Australia.

5.3 Eligible expenditure

Eligible expenditure items include, but not limited to:

- Salary and on-costs for staff, consultants and contractors directly involved in the establishment, delivery and management of the activity, including appropriate domestic travel directly associated with the grant activity.
- Operational, running and maintenance costs directly associated with the grant activity, including but not limited to service delivery.
- Administration and management costs directly associated with the grant activity, including but not limited to program management, coordination of services and preparation of progress reports and other materials.
- ICT solutions directly associated with the grant activity.
- Communication activities.
- Development of program education and training materials and resources.
- Data collection, program monitoring and evaluation.
- Other expenditure deemed appropriate by the Decision Maker to deliver the activity.

We may ask you to verify project costs that you provided in your application. You may need to provide evidence such as quotes for major costs.

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.

5.4 What the grant money cannot be used for

You cannot use the grant for the following costs:

- purchase of land;
- wages/salaries or personnel not directly involved in the delivering or administering the grant activities;
- 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 funding under other Commonwealth government programs; and
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

6. The assessment criteria

You must address all of the following assessment criteria in the application.

All criterion have equal weighting. We will only award funding to applications that rank suitable against all assessment criteria.

Criterion 1 (750 word limit)

Alignment with the grant opportunity objectives and outcomes

You must demonstrate this through outlining your approach and key activities and tasks your organisation will undertake to meet the objectives and achieve the outcomes of the grant opportunity outlined in Sections 1 and 2.

The department will assess your response in the Application Form and supporting Activity Work Plan. The department must be satisfied that this addresses each of the aims and objectives of the grant opportunity to a high level.

Criterion 2 (350 word limit)

Efficient and Economical use of Grant Funds

You must demonstrate this by providing a response in the Application Form and an Indicative Budget which identifies:

- all costs associated with the activity;
- all sub-activity costs associated with your activity; and
- clear costings for essential budget items outlined (including the source/basis of estimates).

Criterion 3 (350 word limit)

Effective Risk Management Strategies

You must demonstrate this by providing a short response in the Application Form and Risk Management Plan that includes but is not limited to:

- all identified risks, including in particular to the delivery of services;
- the likelihood of any identified risk occurring;
- the impact on activity should any identified risk occur; and
- the mitigation strategies to respond to all risks.

7. How to apply

Before applying, you must read and understand these guidelines and the Application Form.

These documents can be found on [GrantConnect](#). Any alterations and addenda² will be published on GrantConnect and by registering on this website, you will be automatically notified on any changes. GrantConnect is the authoritative source for grants information.

To apply you must:

- complete the Application Form on GrantConnect;
- provide all the information requested;
- address all eligibility criteria and assessment criteria;
- include all necessary attachments;
- list any application restrictions; and
- Submit the application by attaching the application form and all other required attachments via the red “Submit Application” button on the left-hand side of the GrantConnect page by the closing date and time, as specified on the front cover of these guidelines.

You are responsible for ensuring that 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 find an error in your application after submitting it, you should contact us immediately on grant.atm@health.gov.au. We do not have to accept any additional information, nor requests from you to correct your application after the closing time.

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

You should keep a copy of your application and any supporting documents. We will acknowledge that we have received your application within two working days. If you need further guidance around the application process or if you are unable to submit an application via email, please contact us at grant.atm@health.gov.au.

² Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) documents and Frequently Asked Questions (FAQ) documents

7.1 Attachments to the application

We require the following documents with your application:

- an activity work plan
- an indicative activity budget;
- a risk management plan;

If you do not attach the requested documents, your application will not progress further in the process.

You must attach supporting documentation to the Application Form in line with the instructions provided within the form. You should only attach requested documents. We will not consider information in attachments that we do not request.

7.2 Timing of grant opportunity processes

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

Table 4: Expected timing for this grant opportunity

Activity	Expected Timeframe
Published on GrantConnect	Xx
Assessment of applications	2 weeks
Approval of outcomes of selection process	1 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	1 weeks
Earliest start date of grant activity	03/2023
End date of grant activity or agreement	24/12/2025

7.3 Questions during the application process

If you have questions relating to clarification of information of the available grant, technical issues or process during the application period, please contact grant.atm@health.gov.au. The department will respond to emailed questions within three working days.

Requests for clarification may form the basis of a response that will be posted on the [GrantConnect](#) website in Frequently Asked Questions document relating to this grant opportunity. Any questions will be de-identified. Registered applicants will be notified of updates to the documents via email from the [GrantConnect](#) website.

The department cannot assist you to address assessment criteria, determine eligibility or complete your application.

8. The grant selection process

8.1 Assessment of grant applications

We first review your application against the eligibility criteria in Section 4.

We will then assess your application against the assessment criteria (see Section 6). We consider your application on its merits, based on:

- how well it meets the criteria; and
- whether it provides value with relevant money.³

We will rate your application using the Descriptive Classification Rating Scale. Your application must be rated as 'Suitable' to be considered for funding. The assessment may seek additional information about you or your application.

Table 5: 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

When assessing the extent to which the application represents value for money⁴, we will have regard to:

- 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 proposal/program's costs being appropriate;
- the level of risk associated with the proposal/program and its implementation being manageable and/or acceptable;
- the extent to which the geographic location of the application matches identified priorities; and
- how the grant activities will target groups or individuals.

8.2 Who will assess applications?

An assessment committee will assess the application on its merit. The assessment committee will be made up of staff within the Choice and Transparency Branch of the department.

The assessment committee may seek additional information about you or your application. 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 the application to approve for a grant.

³ See Glossary for the definition of 'relevant money'.

⁴ See Glossary for the definition of 'value for money'.

8.3 Who will approve grants?

The Assistant Secretary of the Choice and Transparency Branch (the Decision Maker) decides whether to approve the grant, taking into account the recommendations of the assessment committee 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; and
- the 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 advise you of the outcome of your application in writing, and will notify you of any specific conditions attached to the grant.

10. Successful grant applications

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 grant 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 may 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. 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.

Standard Grant Agreement

We will use a standard 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 you provide in your application.

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 following legislation/policies/industry standards:

- Aged Care Act 1997
- Quality of Care Principles 2014

To be eligible for a grant, you must declare in your application that you comply with these requirements. You will need to declare you can meet these requirements in your grant agreement with the Commonwealth.

10.3 The Multicultural Access and Equity Policy

The [Multicultural Access and Equity Policy](#) obliges Australian Government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled. For example, providing access to language services where appropriate.

10.4 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.

10.5 How we pay the grant

The grant agreement will state the:

- maximum grant amount to be paid;
- proportion of eligible expenditure covered by the grant; and
- any financial contributions you must make.

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

We will make an initial payment on execution of the grant agreement. We will make subsequent payments annually based on your forecast eligible expenditure and adjusted for unspent amounts from previous payments. Payments are subject to satisfactory progress.

10.6 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 particular 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.

You must notify us of events relating to your grant and provide sufficient opportunity for the Minister or their representative to attend. You must also be willing to engage with the department in co-operative media promotion of your grant activities.

As part of your obligations under the grant agreement, you will also be required to develop an **agreed engagement and communication plan with the department within six weeks of grant execution**.

At least two promotional activities are to be undertaken either with the Government or the Department of Health and Aged Care to promote the program in improving food in aged care.

12.1.1 COVID-19

As a result of COVID-19, service providers 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 consider 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 will provide sample templates for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress against agreed grant activity milestones and outcomes; and
- expenditure of the grant.

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

We may also require regular meetings with project management or leads.

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.

Progress reports

Progress reports must be provided to the department and:

- include evidence of your progress towards completion of agreed activities and outcomes;
- show the total eligible expenditure incurred to date;
- include evidence of expenditure; and
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant activities).

You must discuss any reporting delays with us as soon as you become aware of them.

Ad hoc reports

We may ask you for additional ad hoc reports on your grant. This may be to provide an update on progress or any significant delays or difficulties in completing the grant activity.

Final report

When you complete the project, you must submit a final report.

Final reports must:

- identify if and how outcomes have been achieved;
- include the agreed evidence as specified in the grant agreement;
- identify the total eligible expenditure incurred; and
- be submitted within 28 days of completion in the format provided in the grant agreement.

12.3 Financial declaration & Income and Expenditure Statement

We may ask you to provide a declaration and/or income and expenditure statement indicating that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

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 getting in early contact with your department contact.

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 your application 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. You may be asked to provide additional information to us for this purpose.

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

You will also be required to submit an independent evaluation report to the department as part of the grant deliverables.

12.8 Acknowledgement

The program logo should be used on all materials related to grants under the program. Whenever the logo is used, the publication must also acknowledge the Commonwealth as follows:

'Improving Food in Aged Care through Education and Training – an Australian Government initiative'.

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: [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:

1. 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;
2. 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; or
3. 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.

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 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:

1. what personal information we collect;
2. why we collect your personal information; and
3. 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.

As part of your application, you declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the

activity. Accordingly, you must not do anything, which if done by the department 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 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, 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; and
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:

1. the committee and other Commonwealth employees and contractors to help us manage the program effectively;
2. employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities;
3. employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery;
4. other Commonwealth, State, Territory or local government agencies in program reports and consultations;
5. the Auditor-General, Ombudsman or Privacy Commissioner;
6. the responsible Minister or Parliamentary Secretary; and
7. 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 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
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
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> <p>a. under which relevant money⁵ or other Consolidated Revenue Fund (CRF) money⁶ is to be paid to a grantee other than the Commonwealth; and which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</p>
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	the individual/organisation which has been selected to receive a grant
<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.

⁵ Relevant money is defined in the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), chapter 1, section 8 Dictionary.

⁶ Other CRF money is defined in the PGPA Act. See section 105 Rules in relation to other CRF money.

Term	Definition
relevant money	<p>a. money standing to the credit of any bank account of the Commonwealth or a corporate Commonwealth entity; or</p> <p>b. money that is held by the Commonwealth of a corporate Commonwealth entity.</p>
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 for money	<p>value for 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 <p>the potential grantee’s relevant experience and performance history.</p>