



**Australian Government**

**Department of Health  
and Aged Care**

Improving respite care for people with dementia  
and their carers  
Frequently Asked Questions (FAQs)  
GOXXXX

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## Version History

| Version | Date       | Q&A's Added | Q&A's Edited |
|---------|------------|-------------|--------------|
| 1.0     | XX.11.2022 | N/A         | N/A          |

## 1 General Questions

### 1.1 How do I access the documents for this Grant Opportunity?

In order to access the grant opportunity documents, you will need to register on GrantConnect, if you have not already done so. Please use the red “GO Documents” button (on the left-hand side of the page) to access grant opportunity documents.

Where you have registered for GrantConnect and you still cannot access the system, please contact the GrantConnect Help Desk:

Phone: 1300 484 145 (between 9am and 5pm ACT Local Time, Monday to Friday, excluding ACT and national public holidays)

Email: [grantconnect@finance.gov.au](mailto:grantconnect@finance.gov.au).

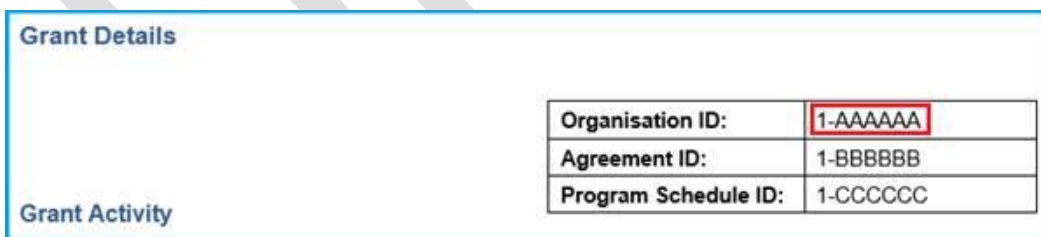
### 1.2 What type of process is this grant opportunity?

This grant opportunity is an open competitive selection process. This means that the grant opportunity is open to all organisations/individuals who meet the eligibility criteria outlined in Section 4.

The grant opportunity will be administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

### 1.3 Where can I find my Organisation ID or Recipient Created Tax Invoice?

If you are an existing grant recipient, your organisation's ID can be found on your current Grant Agreement with the Department. The ID is located in the top right hand corner on the Grant Details page of your current Grant Agreement (usually page 4, see screen shot below). The organisation ID number is in the format of a combination of numbers, hyphens and letters e.g. 1-AAAAAAA (where “1” represents a number and “A” represents a letter or a number).



The screenshot shows a 'Grant Details' page. In the top right corner, there is a table with three rows. The first row is 'Organisation ID:' with the value '1-AAAAAA' highlighted in a red box. The second row is 'Agreement ID:' with the value '1-BBBBBB'. The third row is 'Program Schedule ID:' with the value '1-CCCCC'. The text 'Grant Activity' is visible in the bottom left corner of the page.

|                      |          |
|----------------------|----------|
| Organisation ID:     | 1-AAAAAA |
| Agreement ID:        | 1-BBBBBB |
| Program Schedule ID: | 1-CCCCC  |

### 1.4 How can I update my organisation's contact details?

Please contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for this information.

### 1.5 Who do I contact if I require more information?

We would encourage you to read the suite of documents available. If you have any further questions or need more information about this grant opportunity, please contact the Department by emailing [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

## 2 Stream Questions

### 2.1 Stream 1

#### 2.1.1 What is the role of Dementia Support Australia / HammondCare?

HammondCare (through Dementia Support Australia) is delivering the [Staying at Home](#) program, which is a model of respite care where people living with dementia and their carers stay in a respite setting together, and where there is a particular focus on carer wellbeing. HammondCare commenced delivery of the program in July 2022 and has delivered the program in various locations.

Stream 1 of this grant opportunity aims to expand the number of locations and service providers delivering this model of respite care, based on the principles of HammondCare's Staying at Home program, in all states and territories by 2023-24.

HammondCare will develop materials and resources to support successful applicants to implement similar models of care.

#### 2.1.2 Do programs need to replicate the exact model of care delivered by HammondCare?

No. As per section 2.1 in the Grant Opportunity Guidelines, aged care providers can apply to deliver a similar model of respite care, based on the principles and elements of the Staying at Home program developed by HammondCare.

#### 2.1.3 Can both day and night programs be delivered?

Yes. Programs may consist of either day programs (one or more consecutive days) or overnight (one or multiple nights) stays.

#### 2.1.4 Does the program have to be delivered in a dedicated respite facility?

No. The program can be delivered in a variety of settings, including residential respite care facilities and cottage respite, depending on accessibility and environmental suitability. Applicants should clearly outline the proposed location and type of setting in which they propose to deliver their activities.

#### 2.1.5 What is the maximum available funding for individual grants?

A maximum value for individual grants has not been set. Distribution of funding will be determined based on the scale, or scalability, of the activities. Applicants should clearly outline the amount of funding sought for the proposed activities, including how many people will be serviced and how many locations programs can be delivered in.

### 2.2 Stream 2

#### 2.2.1 In Stream 2, can I deliver the program to just one of the cohorts e.g. people living with dementia or carers (not both)?

No. As per Section 2.2, Stream 2 of the Improving respite care for people living with dementia and their carers Grant Opportunity Guidelines, the focus of this stream is to support the delivery of innovative programs or models of respite care and respite care planning, particularly for overnight respite stays, for people with dementia and their carers.

### **2.2.2 My organisation is unable to deliver overnight respite care – can I still apply for Stream 2?**

All innovative models with combined respite care will be considered, including service providers who are unable to deliver overnight programs. Applications should clearly outline the proposed model of care, including whether it is day-based or overnight.

### **2.2.3 Can the grant funding be used to employ staff members to assist with dementia respite care planning and to provide dementia respite care?**

Grant funding can be used to recruit and engage staff to undertake dementia respite care planning and dementia respite care. Staff should have relevant expertise in dementia care service delivery. Applicants should consider how activity funded under this grant round can embed sustainable approaches to dementia respite care.

### **2.2.4 I currently deliver a cottage respite model, can I apply for funding under Stream 2 to enhance my service offering to people living with dementia?**

Funding may be used to enhance respite services already offered through the targeting of specific activities required to support people living with dementia and their carers to have successful respite stays. Funding may be used to support new and innovative models of dementia respite care that meet the unique needs of people living with dementia and their carers.

Funding cannot be used to duplicate respite services that are already funded by other Commonwealth funded aged care programs. The Department will closely monitor activity funded under this grant round to ensure there is no duplication of existing service delivery.

### **2.2.5 Can the grant funding for stream 2 be used for dementia training and upskilling of my staff?**

Grant funding can be used to develop respite care planning capability of your staff to support implementation of the model of respite care and respite care planning proposed in your application.

### **2.2.6 Can I apply for grant funding for day care respite or is it only for overnight respite care?**

Respite care programs may consist of either day programs (one or more consecutive days) or overnight (one or multiple nights) stays. Irrespective of the length of respite stay, funded activities should incorporate respite care planning to support a holistic respite stay, successful transitions between care settings and regular respite use.

## **2.3 Stream 3**

### **2.3.1 What is a suitably qualified training provider?**

For the purposes of this grant opportunity a suitably qualified training provider is either a Registered Training Organisation (RTO) or a higher education provider such as a university, with demonstrated experience in delivering education and training, expertise in dementia care and connections with the aged care sector to undertake the activity.

### **2.3.2 My organisation doesn't have a national base for training. Can I partner with another organisation to meet the requirements to deliver training nationally?**

Your application may include working together with other organisations to deliver training activities nationally. For applications proposing to deliver the activity in partnership with other organisations, your application must only be from one organisation, identify the arrangement that outlines how the organisations will work together (e.g. MOU, sub-contract etc.) and the role of each organisation in delivering the proposed activity.

## **3 Funding Questions**

### **3.1 How much can I apply for?**

Please refer to Section 3 of the Grant Opportunity Guidelines as this outlines the amount the applicant can apply for.

### **3.2 What if I don't spend all the funding?**

The Department identifies the reason for under-expenditure of grant funds before determining how it is managed. Under-expenditure is managed under the terms of the grant agreement and options include varying the agreement, reducing or withholding payments or recovering the underspend as a debt.

### **3.3 What can the grant funding be used for?**

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on [GrantConnect](#), specifically *Section 5: What the grant money can be used for*.

### **3.4 What can't I use the grant funding for?**

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on [GrantConnect](#), specifically *Section 5.4: What grant money cannot be used for*.

### **3.5 If successful, when will I receive a grant payment?**

Before payments are made, a grant agreement must be signed by the grant recipient and the Government delegate. Payments will then be made in line with the payments schedule in your grant agreement.

### **3.6 Are there any GST or income tax-related issues involved in receiving funding?**

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on [GrantConnect](#), specifically *Section 10.4: Grants Payments and GST*.



## 4 Application Questions

### 4.1 How do I submit an application for this grant opportunity?

Please refer to the Grant Opportunity Guidelines, specifically *Section 7: How to Apply*, which will state how to submit an application and any additional requirements to be attached to the application form. Submit your application form by the closing date and time as per the front page of the Grant Opportunity Guidelines.

### 4.2 Can I get assistance in completing my application?

No, for consistency, fairness and probity reasons the Department cannot assist, comment or give additional guidance to a potential applicant on how to complete an application form. Applicants must refer to the Grant Opportunity Guidelines (addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

However, if you are experiencing technical issues (e.g. unable to access the application form) please send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

### 4.3 Will late applications be accepted?

The Department will not accept late applications unless the Decision Maker has granted an extension based on exceptional circumstances.

### 4.4 How do I request a late application based on exceptional circumstances?

Applicants seeking to submit a late application will be required to submit a late application request to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).

The request must include a detailed explanation of the exceptional circumstances that prevented the application being submitted prior to the closing time. The Decision Maker will advise the applicant if their request is accepted or declined.

### 4.5 I want to withdraw my application, how can I do this?

Please send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) and include the following information:

- Brief reason for the withdrawal
- Submission receipt number
- Name of the Grant Opportunity
- GO ID (eg GO1234)

## 5 Assessment Process Questions

### 5.1 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on [GrantConnect](#), specifically *Section 6: The assessment criteria* and *Section 7: How to apply*.

### 5.2 How will organisations be advised of the final outcome?

The Department will advise the outcome of the grant opportunity, via email, to the primary contact within your organisation. Please refer to Table 2 in Section 7.3 Timing of grant



opportunity processes in the grant opportunity guidelines for timeframes of announcements. If you are successful, we will advise you of any specific conditions attached to the grant.

In accordance with Section 11 of the grant opportunity guidelines, successful applicants' grants will be listed on the GrantConnect website 21 calendar days after the date of effect (as defined in the glossary of the Grant Opportunity Guidelines on GrantConnect), as required by Section 5.3 of the Commonwealth Grants Rules and Guidelines (CGRGs).

### **5.3 What feedback will be available on the outcomes of the grant opportunity?**

In accordance with Section 9 of the grant opportunity guidelines, we will advise you of the outcome of your application 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 14 days of being notified of the outcome by emailing [dementia@health.gov.au](mailto:dementia@health.gov.au). We will respond to your request for feedback in writing within 21 days.

You can submit a new application for the same grant (or a similar grant) in any future grant opportunities under the program. You should include new or more information to address any weaknesses that may have prevented your previous application from being successful.

## **6 Eligibility Questions**

### **6.1 Who is eligible to apply?**

Refer to Section 4 of the Grant Opportunity Guidelines for further details regarding eligibility.

For consistency, fairness and probity reasons the Department cannot give additional guidance to a potential applicant or advise if they are eligible to apply for grant funding. Applicants must refer to the Grant Opportunity Guidelines and other published information for this grant (e.g. addendums, additional frequently asked questions) and determine whether you or your organisation satisfies the eligibility criteria.

### **6.2 I can't determine whether I'm eligible, can the Department assist me?**

No, the Department is unable to provide information on whether an applicant is eligible to apply for program funding. You should consider whether you or your organisation satisfies the eligibility criteria contained in the Grant Opportunity Guidelines (4. Eligibility criteria) and other published information for this grant (e.g. addendums, additional frequently asked questions).

### **6.3 I want to apply for the grant but I am not listed as eligible. Can I still apply?**

All applications undergo a compliance and eligibility check. If your application does not meet the eligibility criteria, it will not progress to the next stage of assessment for grant funding. Eligibility criteria are outlined in Section 4 of the Grant Opportunity Guidelines.

If you believe you should be eligible, but you do not meet the eligibility criteria please email [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) and provide an explanation as to why you believe you should be eligible for this grant opportunity.

### **6.4 I am not a listed eligible organisation but I have some questions about this grant**

Only eligible applicants' questions will be responded to during the application submission period.

## **7 Technical Application Questions**

### **7.1 When should I aim to submit my application after I have answered all the required questions?**

To avoid any submission issues, we recommend that you submit your application at the latest 4 hours **before** the closing date and time. This should allow sufficient time to address any errors that you may notice in your application after submission.

Submitting early will also allow you to resolve any technical issues that you may experience during the submission of your application (any internet outages, system/submission error notifications) and you will be able to contact [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) or 02 6289 5600 with time to receive assistance to ensure your application is submitted on time.

There is no guarantee that the Department will be able to assist you with your application or submission should you contact us less than 4 hours before a grant opportunity closes. Should you seek to request an extension due to submission issues, providing proof of your request/s for assistance to the Department will be beneficial.

We strongly recommend saving your application and attachments for your records prior to submitting your application.

### **7.2 I have lost the receipt email that I received after I submitted my application. Can the Department provide me with a copy of my completed application?**

When an application is submitted you will receive a receipt email which specifies the submission receipt number, date and time. This is the only proof of submission, and it is the responsibility of the applicant to ensure that this email has been received and that it is accessible within their organisation.

The Department cannot provide a copy of the application to you if you have deleted or lost the receipt email as we do not provide this service.

### **7.3 I have submitted my application but have not received the receipt email. Has my application been received?**

After submission, if an applicant has not received a receipt email within 48 hours, please contact the Department on (02) 6289 5600.

If an applicant's application was not received prior to the close date and time the applicant may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The Decision Maker will then determine whether an extension will be granted.

### **7.4 Can I edit my submission after I have submitted it?**

#### Before close date and time

After you have submitted your application, you are unable to re-access your application to make further edits. If you wish to make any changes to your form after you have submitted it, you will have to complete and resubmit a new application. You must also contact [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) immediately to withdraw the previous application that you have identified as incomplete or requiring updating. Also note that you cannot send additional information to the application form via email. You must resubmit a new application.

#### After close date and time

As outlined in Section 7 of the Grant Opportunity Guidelines:

*'If you find an error in your application after submitting it, you should contact us immediately on [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) or call (02) 6289 5600. We do not have to accept any additional information, nor requests from you to correct your application after the closing time.'*

The Grant Opportunity Guidelines also state:

*'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.'*

If required, the Department will contact you directly to clarify or ask for additional information to assess the application in accordance with the criteria set out in the Grant Opportunity Guidelines.

The Department strongly encourages applicants to save a copy of all application documents prior to submission (e.g. in a word doc) so that in the event there is a technical issue or system outage, you can access your previously prepared answers.

### **7.5 I am trying to upload an attachment however I am receiving an error message. How to I resolve the issue?**

The file you are attempting to load may contain either unacceptable special characters or an invalid file extension. Acceptable characters are all alpha and numeric characters, full stops, single hyphen and spaces. Please re-name the file and try again.

There may also be a document attached in the application with the same file name. You cannot upload two documents within the form with the same file name. Please rename the file and try again.

## **7.6 Is there a size limit for attachments?**

There is no limit on document size.

## **7.7 I'm hitting the submit button, however it won't let me submit my application. What should I do?**

If you are unable to submit your application, please check if there are any validation errors at the top of the page. The system will not allow you to submit where validation errors exist.

If you have addressed all the validation errors and you are still unable to submit your application, please provide a screen shot of the error(s) and send to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).