



Australian Government

Department of Health and Aged Care

Drug and Alcohol Program Alcohol and Other Drug Treatment Services for the regions of Ceduna (SA), Bundaberg-Hervey Bay (QLD), East Kimberley and the Goldfields (WA) Grant Opportunity Frequently Asked Questions (FAQs) GOXXXX

Commonwealth policy entity: Department of Health and Aged Care (department)

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) [5] business days before the
close date.**

Version: Version [1.0]¹

¹ Additional FAQs and edits have/will be highlighted in green throughout the document.

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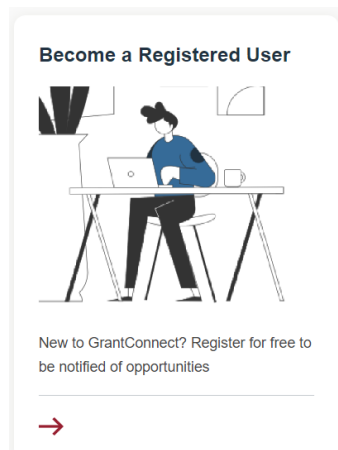
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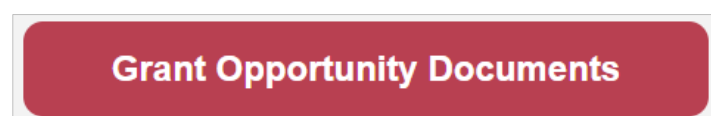
1. General Questions

1.1 How do I access the documents for this grant opportunity?

To access the grant opportunity documents, you will need to register on [GrantConnect](#), if you have not already done so.



Please use the red Grant Opportunity 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
- Email: GrantConnect@finance.gov.au

1.2 What type of process is being used for this grant opportunity?

This grant opportunity is to enable local communities to participate in the design and implementation of alcohol and other drug treatment services in line with community need. The first stage will identify and commission a local Brokerage Organisation in each of the four regions who will partner with local organisations to design AOD treatment related activities. Brokerage Organisations are not eligible to apply for funding as service delivery organisations but will receive funds to support expenses incurred as part of their role. The grant agreement executed between the department and each of the Brokerage Organisations, will be managed by the Community Grants Hub.

At stage two the Brokerage Organisations will appoint an independent grants liaison officer to support local organisations to develop and submit funding applications to the Brokerage Organisations.

See section What stage of the grant opportunity am I eligible to apply for?

An outline of each stage and information about your eligibility to apply is provided below:

Stage	Outline of Activities	Eligibility criteria for this stage
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Stage One	<p>This will be a targeted competitive grant round to identify and commission one Brokerage Organisation in each of the four regions.</p> <p>The approved applicants from this round, will be invited to facilitate the development of community-led design plan for AOD treatment activities (Community Design Plan) in partnership with relevant community stakeholders that responds to community need, aligns with the Program objectives and government priorities under Closing the Gap.</p>	See Section 4.1 and Appendix A of the Grant Opportunity Guidelines for this information.
Stage Two	<p>A targeted competitive grant round for local organisations to apply for funding for activities to implement the plan.</p> <p>Brokerage Organisations facilitate Stage Two and seek applications from the region. They are not eligible for funding under this grant opportunity as direct service providers, and as such, will assess grant applications and recommend suitable applications to the department for approval.</p>	See Section 4.1 and Appendix B of the Grant Opportunity Guidelines for this information.

1.3 What is a Brokerage Organisation?

A Brokerage Organisation is an organisation selected in each region to work in partnership with the department to facilitate the planning of AOD treatment services and management of the funding round. They will receive funding support to fulfill their role but are not eligible to apply for funding as a service delivery organisation.

The Brokerage Organisations will assess submitted funding proposals from community stakeholders in their region and make recommendations for funding to the department for final approval and endorsement. Brokerage Organisations have strong local linkages in the regions where they are based. They have an awareness of alcohol and other drug treatment needs, and demonstrated ability to work in partnership with the local community to develop a Community Design Plan. Brokerage Organisations work with the department to facilitate the delivery of the grant funds in accordance with the CGRGs. The grant agreement executed between the department and each of the Brokerage Organisations will be managed by the Community Grants Hub and the department.

See sections 3.3 and 4.1 of the Grant Opportunity Guidelines for more information regarding the Brokerage Organisations and eligibility.

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

1.4 How do I apply for this grant opportunity?

Please refer to Section 7: *How to Apply* in the Grant Opportunity Guidelines. Detailed information on the application process is available on [GrantConnect](#). This includes specific instructions on how to submit your application for this grant opportunity and upload

attachments. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on GrantConnect.

A maximum of five (5) separate files can be submitted at one time. If you have more than five (5) separate files, they can be 'zipped' together. The department will not provide instruction to applicants on how to do this.

For technical assistance when submitting your application form and any attachments through GrantConnect please contact the GrantConnect Helpdesk:

- Phone: 1300 484 145
- Email: GrantConnect@finance.gov.au

1.5 Will late applications be accepted?

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control, and/or
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

Applicants seeking to submit a late application will be required to submit a late application request via email to Grant.ATM@health.gov.au with "Late Application Request - GOXXXX" in the subject line.

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

The assessment committee Chair or their appointed representative will determine whether a late application will be accepted. Once the outcome is determined, the department will advise the applicant if their request is accepted or declined.

1.6 How can I withdraw an application I have already submitted?

Please send an email to Grant.ATM@health.gov.au and include the following information:

- Brief reason for the withdrawal
- Name of your organisation
- Submission reference number (located at the top right-hand corner of the application form page), and
- Receipt number (located on your confirmation of submission email received from GrantConnect), and
- Name of the grant opportunity and GO ID (e.g. GO1234).

Please ensure the email is sent from the authorised contact listed on the application form.

1.7 Can I still ask questions about this grant opportunity even if I am not eligible?

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

2. Funding Questions

2.1 How much can I apply for?

Please refer to Section 3 of the Grant Opportunity Guidelines for a breakdown of the total funds available for this grant opportunity.

While it is anticipated that each region will receive similar amounts of funding, the final funding amounts will be determined in accordance with the approved Community Design Plans submitted at Stage One.

(See Section 3.1 of the Grant Opportunity Guidelines).

Note, the department commits to meeting costs associated with performing the Brokerage Organisation role (such as administration, transport, meeting expenses and communication expenses) by providing these organisations with a portion of the total funding allocated to each respective region (estimated to be no more than 10% of funding allocated to the region). **(See Section 5.1 for more details on eligible activities for this expenditure).**

2.2 What if I don't spend all the money?

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.

2.3 What can the grant funding be used for?

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

2.4 What can't I use the grant funding for?

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

2.5 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 departmental delegate. Payments will then be made in line with the payment schedule in your grant agreement.

2.6 Are there any GST or income tax-related issues involved in receiving funding?

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

The department is unable to provide taxation advice to you or your organisation.

3. Application Questions

3.1 Why do I have to provide proof of entity type and bank verification if I have previously?

The department is committed to ensuring all information for grantees is up to date and accurate.

Requesting proof of entity type and bank verification for each application allows the department to confirm details and ensures the most up to date and accurate information is utilised.

Acceptable forms of verification include a recent bank statement, issued in the last 6 months, in a non-editable format. The bank account must be in the name of the organisation applying for funding. The transaction details and balances can be hidden but the BSB, Account Number and Account Name must be visible.

You may be contacted by the Community Grants Hub seeking additional information to support the verification of your bank account details.

3.2 Where can I find my organisation ID?

If you are an existing grant recipient, your organisation's ID can be found on your current Grant Agreement with the department. The organisation ID is located in the top right-hand corner on the grant details page of your Grant Agreement (usually page 4, see screen shot below). The organisation ID 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).

Grant Details	
Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBBB
Schedule ID:	1-CCCCCCC
A. Purpose of the Grant	

If you do not have access to the Grant Agreement, your Organisation ID can be found on any Recipient Created Tax Invoice (RCTI) provided to you by the department. For example, it will list a vendor number as FO1-1J3-29. When inputting the organisation ID to your application, please remove the FO reference, just use the ID, e.g. 1-1J3-29.

3.3 How can I update my organisation's 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.

3.4 Can I get assistance to complete 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 (including advice on whether you meet the eligibility criteria). 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 online application form) please send an email to Grant.ATM@health.gov.au and include any screenshots of error messages (if applicable).

3.5 Can I print a PDF/ Microsoft Word version of the application form?

No, the department does not provide an application template as part of our suite of documents.

The only way to view the application is by opening a new application form and working your way through. You can enter "dummy" answers to proceed through to the end of the form.

You can then save this dummy application (without submitting) and change your answer at a later date (as long as it submitted prior to the closing date and time of the grant opportunity).

There is no “PRINT” function in the application form. When an application form is submitted you will receive a Form Receipt email which specifies the submission reference, date and time and includes the attached pdf application form. 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 is unable to provide a copy of the application to you if you have deleted or lost the Form Receipt email.

3.6 What do I enter as the ‘Service Area Type’ details in this section of the application form?

The service area type field indicates the service areas relevant to the grant opportunity. Tick the applicable service area/s where you plan to deliver the Project/Activities.

Select the applicable option/s available in the ‘Service Area Type’ drop down list. Once selected the ‘Available service area/s’ box will populate with the available service areas for this grant opportunity. Check the box next to each service area you plan to deliver the Project/Activities.

The screenshot shows a form titled "In which service area/s is the Applicant proposing to deliver the Project/Activity? *". It includes instructions, an important note, and two columns for selecting service areas.

Instructions:

- The Service Area Type field below indicates the service areas relevant to this grant opportunity.
- If applicable, choose the relevant state/territory to view the available service areas.
- Tick the applicable service area/s where you are proposing to deliver this project/activity.
- Untick the selected service area/s to remove selection.

IMPORTANT NOTE:
You may only select 40 service areas per form. If you wish to apply for more services areas, a separate form/s will need to be completed.

Service Area Type
Australia 2016

Available service area/s	Selected service area/s *
<input checked="" type="checkbox"/> Australia	<input checked="" type="checkbox"/> Australia

4. Assessment Process

4.1 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 6 : *The assessment criteria*, Section 7: *How to apply* and Section 8: *The grant selection process*.

4.2 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 listed in the application form. Please refer to Section 7.3: *Timing of grant opportunity processes* in the Grant Opportunity Guidelines for timeframes of announcements.

Successful grant recipients will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the CGRGs.

5. Eligibility Questions for Stage One – Brokerage Organisations

5.1 Who is eligible to apply?

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

- An Aboriginal and/or Torres Strait Islander Corporation registered under the Corporations (Aboriginal and /or Torres Strait Islander) Act 2006
- A company incorporated in Australia;
- A company limited by guarantee;
- An incorporated trustee on behalf of a trust;
- An incorporated association;
- A partnership;
- A registered charity or not-for-profit organisation;
- An unincorporated sole trader, who is a permanent resident or citizen of Australia;
- An Australian local government body; or
- A joint (consortium) application with a lead organisation²

In addition to the above eligibility criteria organisations must also:

- Have an Australian Business Number (ABN).
- Be registered for the purposes of GST.
- Have an account, in your name and which you control, with an Australian financial institution.
- Have evidence of the organisation's commitment to building its cultural capability and delivering culturally safe services.
- Be located in and servicing either:
 - Ceduna region, South Australia (also known as Far West Coast Region of South Australia),
 - Bundaberg-Hervey Bay region, Queensland
 - East Kimberley region, Western Australia (Shire of Halls Creek and Shire of Kununurra), or
 - The Goldfields region, Western Australia.

Additional eligibility criteria for applicants at each Stage of this grant opportunity is outlined below:

Stage One	Stage Two
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² Consortia are acceptable, providing there is a lead organisation that is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity. Only the lead organisation can submit the application form. Eligible organisations can form a consortium with ineligible organisations, with the exception of those organisations deemed ineligible because they are 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'.

<p>you are:</p> <ul style="list-style-type: none"> • a current brokerage organisation located and funding community led grant activities in one of the four target regions. <p>or,</p> <ul style="list-style-type: none"> • an Aboriginal Community-Controlled Organisation (ACCO) based in one of the relevant regions <p>a non-Indigenous organisation with evidence of a formal partnership with either a local ACCO or other appropriate local Aboriginal and Torres Strait Islander organisation with a significant role in the delivery of the organisations' programs</p>	<p>you must be:</p> <ul style="list-style-type: none"> • one of the entity types listed at section 4.1 • be located in and servicing either: <ul style="list-style-type: none"> ▪ Ceduna region, South Australia (also known as Far West Coast Region of South Australia), ▪ Bundaberg-Hervey Bay region, Queensland ▪ East Kimberley region, Western Australia (Shire of Halls Creek and Shire of Kununurra), or ▪ The Goldfields region, Western Australia.
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5.1.1 What are the additional eligibility requirements I need to be aware of?

Any non-Aboriginal Community Controlled Organisations who wish to apply, will need to provide evidence of a formal partnership with a First Nations organisation and details of their organisation's commitment and capacity to deliver culturally safe, holistic and trauma informed services with and for First Nations peoples.

The department requires that all Commonwealth funded AOD treatment service providers are compliant with the National Quality Framework for Drug and Alcohol Treatment Services (NQF). Services that are not yet compliant with the NQF are still eligible to apply, however they must provide evidence of progress towards compliance with the NQF, or justification as to how the requirements of the NQF are otherwise being met.

5.2 Are state and territory government owned and/or operated premises eligible for funding?

No. This grant opportunity will not fund projects for buildings or structures which are owned, and/or operated by state, territory or local government agency or body (including government business enterprises). The only exception is when land or buildings are leased to an eligible Aboriginal Community Controlled Health Organisation by the state or territory government through a long-term lease of up to the program end date.

5.3 Will this Grant Opportunity fund projects that are not Alcohol and Other Drug treatment services related?

No. The grant opportunity will only fund projects to support AOD treatment services which have been identified in the approved Community Design Plan.

5.4 Are organisations eligible to apply for the total maximum amount?

For Community AOD related projects, there is no maximum individual grant amount available, however the total amount of approved funds cannot exceed the amount allocated to your region.

While it is anticipated that each region will receive similar amounts of funding, the final funding amounts will be determined in accordance with approved grant applications.

5.5 Is funding available to build infrastructure which supports commercial leasing activities to generate additional income for the organisation?

No. This grant opportunity does not fund activities that are not considered AOD services related regardless of whether it has the capacity to generate income for the organisation. Examples include cafes, gyms, childcare centres, pharmacies.

6. Technical Application Form/Submission Questions

6.1 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 3 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 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 with time to receive assistance to ensure your application is submitted on time.

6.2 I can't see all the words in my text box, will it save?

This issue may be due to copying and pasting text from a document into the application form. If this happens, please check that you are within the character limit of the text box and remove all text formatting (do this by copying and pasting the text into Microsoft Notepad first and then into the application form).

6.3 What happens if I am unable to continue to the next tab/page/submit the form?

If you are unable to continue to the next page/submit your application the form will take you to a red error message at the top of the page and ask you to resolve the following issue/s before proceeding. The form will not allow you to submit where validation errors exist. If you click on the error message it will take you directly to the question with the issue.

If you have addressed all the validation errors and you are still unable to submit the form, please provide a screen shot of the error(s) and send to Grant.ATM@health.gov.au.

6.4 I cannot return to my draft application form, what can I do?

If you have not submitted your application form and can no longer access the information, the grant opportunity has either closed or there may have been issues with your internet connection. The department has no record of your draft application and cannot retrieve any of your draft information.

Your application form will be accessible for 60 days from the last date accessed or the close date/time of the round, whichever date is earliest. After the 60-day time period has passed the form shuts down and is no longer available for amendments or submission (data cannot be retrieved once this time period has lapsed). You will need to submit a new application if the grant opportunity is still open.

We strongly encourage that you save a copy of all your draft answers outside of the application form (e.g. in a word doc) so that in the event there is a technical issue, system outage or you lose the information that you have drafted, you can access your previously prepared answers.

6.5 What amount should I enter in the ‘financials’ tab in the application form for the question “Provide a breakdown of the requested grant funding for the previously selected service area/s”?

Refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 3: *Grant amount and grant period*.

6.6 What can I do if I have submitted my application but not received any email confirmation?

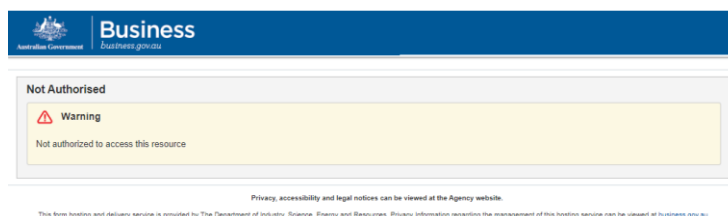
After submission, the Form Receipt email can take up to 30 minutes to arrive in the nominated inbox. If you have not received a Form Receipt email after 24 hours, please email Grant.ATM@health.gov.au and the department will investigate the issue.

If your application was not received prior to the close date and time you may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The assessment committee Chair or their appointed representative will then determine whether an extension will be granted.

6.7 Can I change my application after I have submitted?

6.7.1 Before close date and time

After you have submitted your application, you are not able to re-access your form to make further edits. If you try and open your form using the Form Opened email you receive each time you re-access it (prior to submission) you will receive the below error message.



If you wish to make any changes to the form after you have submitted it, you will have to complete a new form (additional information cannot be provided via email). You must also contact Grant.ATM@health.gov.au immediately to withdraw the previous application that you have identified as incomplete or requiring updating.

6.7.2 After close date and time

Please refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 7: *How to Apply*.

'If you find an error in your application after submitting it, you should contact us immediately on Grant.ATM@health.gov.au.

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 Grant Opportunity Guidelines.

6.8 How do I upload multiple documents where there is a one file limit for the question?

You can only upload one attachment to each attachment question within the form. If applicable, applicants should combine multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information in attachments should be relevant and concise as possible.

6.9 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.

6.10 Is there a file size limit for attachments?

Yes, the size limit is 2MB or under per attachment.

If your attachment file sizes exceed 2MB, we recommend not to copy and paste data into spreadsheets as this may include unseen characters and add size to the file. We suggest you monitor the attachment size as you are entering the data, to ensure the file size does not exceed 2MB. If you are unable to limit the size of your documents, please contact Grant.ATM@health.gov.au for further advice and assistance.