



**Australian Government**

---

**Department of Health  
and Aged Care**

Health Workforce Program  
Increasing Rural Medical Training  
Frequently Asked Questions (FAQs)  
GO **TBC**

# Contents

<b>1</b>	<b>General Questions</b>	<b>4</b>
1.1	How do I access the documents for this Grant Opportunity?	4
1.2	What type of process is this grant opportunity?	4
1.3	Where can I find my Organisation ID or Recipient Created Tax Invoice?	4
1.4	How can I update my organisation's contact details?	4
1.5	Who do I contact if I require more information?	4
<b>2.</b>	<b>Funding Questions</b>	<b>5</b>
2.2	How much can I apply for?	5
2.3	What if I don't spend all the funding?	5
2.4	What can the grant funding be used for?	5
2.5	What can't I use the grant funding for?	5
2.6	If successful, when will I receive a grant payment?	5
2.7	Are there any GST or income tax-related issues involved in receiving funding?	5
<b>3.</b>	<b>Application Questions</b>	<b>5</b>
3.1	How do I submit an application for this grant opportunity?	5
3.2	Can I get assistance in completing my application?	5
3.3	Will late applications be accepted?	6
3.4	How do I request a late application extension?	6
3.5	I want to withdraw my application, how can I do this?	6
4.1	What is the assessment considering?	6
4.2	How will organisations be advised of the final outcome?	6
4.3	What feedback will be available on the outcomes of the grant opportunity?	6
4.4	Who is eligible to apply?	7
4.5	I can't determine whether I'm eligible, can the Department assist me?	7
4.6	I want to apply for the grant but I am not listed as eligible. Can I still apply?	7
4.7	Is there scope within the grant opportunity to apply for funding for a specific cohort of students at an already established RHMT funded medical school based in an MM2-7 location?	7
4.8	4.8 Is it possible to add supporting graphics/images to an application?	8
4.9	Can graphics/images be included as supporting attachments?	8
<b>5</b>	<b>Technical Application Form Questions</b>	<b>8</b>
5.1	When should I aim to submit my application after I have answered all the required questions?	8
5.2	I have returned to my application form and my data is lost/missing	8
5.3	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"?	8
5.4	I have lost the Form Receipt email that I received after I submitted my application. Can the Department provide me with a copy of my completed application?	9
5.5	I have submitted my application but have not received the Form Receipt email. Has my application been received?	9

5.6	I am trying to open my form and/ or edit it after I have submitted it however, I am receiving an error message. ....	9
5.7	I did not submit my application form but I cannot retrieve it. Can the Department provide me with the information from my form? .....	10
5.8	How do I upload multiple documents where there is a one file limit for the question? ..	10
5.9	I am trying to upload an attachment however I am receiving an error message. How to I resolve the issue? .....	10
5.10	Is there a size limit for attachments? .....	10
5.11	What do I do to ensure my attachment/s is not larger than 2MB? .....	10
5.12	I'm hitting the submit button, however it won't let me submit my application form. What should I do? .....	11

## Version History

Version	Date	Q&A's Added	Q&A's Edited
1.0	02.06.2023	All	N/A

\*Edits have also been highlighted throughout the document to any amended questions or added questions.

## 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).

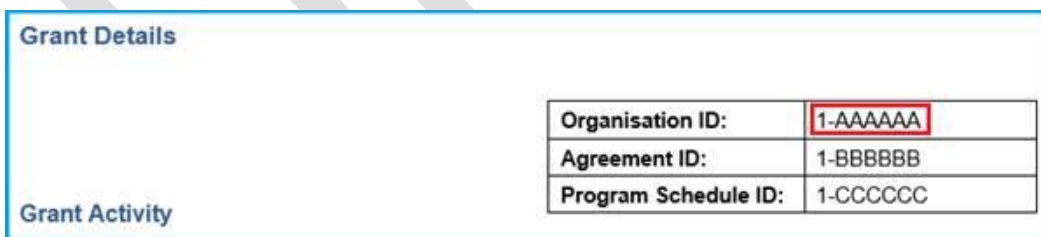
### 1.2 What type of process is this grant opportunity?

This grant opportunity is an open competitive selection process. This means that the grant opportunity is open to all organisations 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' section with a table containing three rows of information. The first row is 'Organisation ID: 1-AAAAAA', where the ID '1-AAAAAA' is highlighted with a red box. The second row is 'Agreement ID: 1-BBBBBB'. The third row is 'Program Schedule ID: 1-CCCCC'. Below the table, there is a 'Grant Activity' section.

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. Funding Questions

### 2.2 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.

### 2.3 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.

### 2.4 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*.

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

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on [GrantConnect](#), specifically *Section 5.3: What grant money cannot be used for*.

### 2.6 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.

### 2.7 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 10.3: Grants Payments and GST*.

## 3. Application Questions

### 3.1 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.

### 3.2 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 online application form) please send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

### **3.3 Will late applications be accepted?**

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

### **3.4 How do I request a late application extension?**

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

### **3.5 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 reference number (located at the top right-hand corner of the application form page)
- Name of the Grant Opportunity
- GO ID (e.g. GO1234)

## **4. Assessment Process**

### **4.1 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*.

### **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 within your organisation. Please refer to Table 4 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 applicant's 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).

### **4.3 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 20 days of being notified of the outcome by emailing [RHMTpolicy@health.gov.au](mailto:RHMTpolicy@health.gov.au). We will respond to your request for feedback in writing within 10 business days.

#### **4.4 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.

#### **4.5 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).

#### **4.6 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.

#### **4.7 Is there scope within the grant opportunity to apply for funding for a specific cohort of students at an already established RHMT funded medical school based in an MM2-7 location.**

To maximise the impact of this grant opportunity the aim is provide funding for up to eight new rural campuses for existing medical schools. Universities must consider how their applications will improve the geographic distribution of the health workforce through the delivery of their rural training experiences.

Proposals to convert existing training sites into rural campuses that can deliver a full medical school program or at campuses where there is no medical presence will also be considered.

A proposal to fund additional student places for the final year of an already established program would be out of scope as it will not meet the requirement of establishing of a new rural campus and/or further the distribution of rural training experiences.

#### 4.8 4.8 Is it possible to add supporting graphics/images to an application?

Responses to the selection criteria should be provided in text. Text can be organised in a table within the response to each selection criterion, however words provided in tables will be included in the word count specified for each selection criterion. It is important that applicants adhere to the word count as assessors will not consider any additional words beyond the word count.

#### 4.9 Can graphics/images be included as supporting attachments?

Assessors and committee members can only consider the information requested within the GOGs and application form as part of their assessment of applications. Additional attachments to those listed in Section 7 of the GOG will not be included in the assessment of an application.

## 5 Technical Application Form Questions

#### 5.1 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.

#### 5.2 I have returned to my application form and my data is lost/missing

The online application form will only stay active for 60 days from the last time the form has been entered and 'saved and exited' (not "x" out of your web tab). 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.

#### 5.3 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"?

The Grant Opportunity Guidelines should specify an amount of funding an applicant can apply for in section 3.



#### **5.4 I have lost the Form 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 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 cannot provide a copy of the application to you if you have deleted or lost the Form Receipt email (with the pdf application form attached) as we do not provide this service.

#### **5.5 I have submitted my application but have not received the Form Receipt email. Has my application been received?**

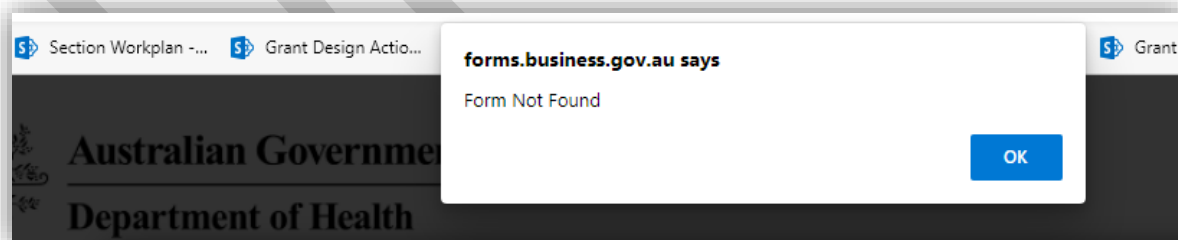
After submission, the Form Receipt email can take up to 30 minutes to arrive in the applicant's inbox. If an applicant has not received a Form Receipt email after 24 hours, please email [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) and the Department should provide confirmation that the application was received.

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.

#### **5.6 I am trying to open my form and/ or edit it after I have submitted it however, I am receiving an error message.**

##### 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 your form 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. 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 need assistance with the application process or find an error in your application after submission but before the closing date and time, you should contact us via email [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).'*

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.

#### **5.7 I did not submit my application form but I cannot retrieve it. Can the Department provide me with the information from my form?**

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.

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. If you do not save the information you have drafted for the application outside of the form, we have no record or access to what has been previously drafted.

#### **5.8 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. Note questions 6.13 and 6.14 below. Information should be relevant and concise as possible.

#### **5.9 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.

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

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

#### **5.11 What do I do to ensure my attachment/s is not larger than 2MB?**

We recommend not to copy and paste data into spreadsheets. 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](mailto:grant.atm@health.gov.au) for further advice and assistance.

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

If you are unable to submit your application form, please check if there are any validation errors at the top of the page. The form 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 the form, please provide a screen shot of the error(s) and send to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).