Australian Government

Department of Health and Aged Care

Aged Care Infection Prevention and Control Training
Frequently Asked Questions (FAQs)
GOXXXX

These Frequently Asked Questions are a draft ONLY. No further information is available at this time.

Contents

1   General Questions

1.1   What is the Infection Prevention and Control training grant opportunity?

The Australian Government announced training in Infection Prevention and Control (IPC) for registered and enrolled nurses in the 2022-23 Budget as part of the response to the COVID-19 pandemic in aged care. This grant opportunity provides financial support to approved providers of residential aged care for up to 2 nursing staff to undertake specialist IPC training. This grant opportunity aims to increase the number of IPC leads in residential aged care facilities thus increasing the capability to prevent and respond to outbreaks of infectious diseases.

1.2   How do I access the documents for this Grant Opportunity?

You will need to register on GrantConnect to access the grant opportunity documents if you have not already done so. Please use the red "Grant Opportunity Documents" button (on the left-hand side of the page).

If 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.

1.3   What type of process is this grant opportunity?

This grant opportunity is a demand driven selection process. This means that the grant opportunity is open to all organisations who meet the eligibility criteria outlined in Section 4 of the Grant Opportunity Guidelines. There is no maximum grant amount to an individual organisation but all grants collectively cannot exceed the amount of available funding. The grant opportunity will be administered in accordance with the Commonwealth Grant Rules and Guidelines 2017 (CGRGs).

1.4   Who do I contact if I require more information?

We 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.

1.5   I would like to amend an application made earlier. How do I do this?

If your application has already been processed or you find an error in your submitted application, you should seek advice immediately from the department via email at grant.atm@health.gov.au. In some circumstances you may need to submit a new application to be considered for funding.

1.6   When does training need to be completed?

Training supported through this grant opportunity must commence between 1 July 2022 and 30 June 2023 and be completed by the date specified in your grant agreement, and no later than 31 December 2023. If a participant is unable to complete the training in the prescribed time, you must contact the department at IPCtraining@health.gov.au

1.7 Can IPC training be deferred after enrolling?

Your training provider will be able to advise if the IPC training course may be deferred after enrolling, but training must be completed by the date specified in your grant agreement (and no later than 31 December 2023 with agreement of the department) or the aged care provider may be required to repay the grant.

1.8 Are there pre-requisites or requirements prior to completing the IPC training?

Applicants are responsible for ensuring they meet any course pre-requisites or requirements for an eligible IPC course and where there is any doubt should seek confirmation from the relevant training provider.

2 Funding Questions

2.1 If successful, when will I receive a grant payment?

Before payments are made a grant agreement must be signed by the grant recipient and then by departmental delegate. Payment of grant funds will then be made in line with the payment schedule in your grant agreement.

2.2 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 9.3: Grants Payments and GST*.

2.3 What if I don't spend all the funding?

At the conclusion of the grant funding period, you will be required to provide a declaration that grant money was spent in accordance with the agreement. If any grant money is not spent, the department may seek to identify the reasons for the funds not being spent before determining how it is managed. Under-expenditure is managed under the terms of the grant agreement and options include recovering the unspent funds as a debt.

2.4 What is included in the funding for course fees?

Funding is provided for the cost of course fees only up to a maximum amount of $1,820 (GST exclusive). This funding does not include costs for materials such as books, resources, or stationery.

The Costing Calculator for IPC auto-populates the course fees for suitable IPC courses up to a maximum amount of $1,820. The department is not responsible for course fees exceeding this amount.

2.5 My course is not included as an option in Costing Calculator

To assist you to complete the Costing Calculator, several suitable courses are included in a drop-down list in the Eligible IPC course details section. Selection of any of these options will auto-populate the applicable course fee up to a maximum amount of $1,820. If your proposed IPC course is not included in the drop-down list you will need to enter the details, including the course fee into the calculator. The maximum subsidy of $1,820 for course fees applies to any course that meets the requirements of the grant opportunity.

2.6   What is included in study hours?

Funding provided for study leave aims to support nurses to complete the requirements of the IPC course identified in the grant application documents. This may include classroom, online or self-directed periods of study.

The study hours outlined in the grant opportunity are based on the identified eligible course descriptions as of June 2022.

2.7   Can grant funding be used retrospectively?

It is a requirement under the grant opportunity that the fee to enrol or register in an eligible course is paid prior to applying for a grant. Grant funding can also be used retrospectively. on wages expenditure for study leave and the backfilling of these staff to complete eligible IPC training undertaken between 1 July 2022 and the end date in your grant agreement

2.8   Is funding available to offset administrative costs?

No funding is provided for administrative costs. Funding under this grant opportunity is only available to provide financial support for the cost of training course fees, and wages associated with study leave and backfilling the participant whilst on study leave.

2.1   Why are you asking for the award details and rates of pay?

The ordinary time hourly rate of pay (or base hourly rate) for each nurse undertaking training is requested in the Costing Calculator for IPC and is used to calculate eligible costs for study leave and backfill components. This information will be used to determine the grant funding amount per training participant.

We are not seeking a copy of the applicable award or your industrial agreement as part of the application process. However, identifying the applicable award or agreement will assist with the assessment process and clarify variations in pay rates across applications.

2.2   What if nurse training participant/s get a pay rise during the training period?

Grant funding will be calculated based on the wages detailed in the Costing Calculator for IPC at the time of application. Successful applicants will receive grant funds as a single payment immediately following execution of the grant agreement. There will be no amendments to grant funding for agreed training during the grant agreement period.

2.3   When can we expect the grant funding?

Once a residential aged care provider submits an application, it will be assessed for funding. Subject to approval, the department will offer an agreement to the approved applicant (the residential aged care provider), which needs to be signed and returned.

Once the signed agreement is received and executed by the departmental delegate the payment will be released.

3 3. Application Questions

3.1 How do I submit an application for this grant opportunity?

Please refer to the Grant Opportunity Guidelines, specifically *Section 6: How to Apply*, which outlines 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 closing date and time specified on GrantConnect.

3.2 Can I get assistance in completing my application?

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 (including addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

If you are experiencing technical issues with your application (e.g. unable to access the online application form) please review the information in these Frequently Asked Questions at section 6. Technical Application Form Questions. If you still have questions send an email to grant.atm@health.gov.au.

3.3 Can I get a PDF/MS Word version of the application form?

The department does not provide an application template in pdf or MS Word format as part of the suite of documents.

The only option to view the application is by logging into an online application and working your way through the application form. 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 answers at a later date (prior to the closing date and time of the grant opportunity).

3.4 What evidence is required to support my application?

The Grant Opportunity Guidelines for GOxxxx outline at *Section 6. How to apply* for grant funding. You should specifically refer to *Section 6.1. Attachments to the application* for a list of documents required to be submitted to support your application.

3.5 How many applications can an approved provider submit?

It is strongly recommended that where possible an approved provider submits one application that includes all eligible IPC training given that multiple residential services, operated by a provider, can be included in a single application form. This approach reduces the administrative burden. An approved provider can submit multiple applications while the grant opportunity is open.

Where multiple applications are submitted by a provider, funding is available to a maximum of 2 nurse participants per residential service and training places must not be duplicated across applications.

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

The Application Form will ask if your organisation is an existing grant recipient. If your organisation is an existing grant recipient and has a copy of a Grant Agreement with the Department of Health and Aged Care you are able to select 'yes' to this question.

Is the Applicant an existing Grant Recipient? *

If you require assistance, please call 0262895600.

◉ Yes   ◯ No

If Yes, provide the Organisation ID number as it appears on your Grant Agreement and then click 'Verify ID' to confirm the details are correct.

Tip: Copy and paste the Organisation ID number from the Grant Agreement to avoid errors.

Organisation ID *

[   ]   [Verify ID]

If you select 'yes' you will be prompted to enter in your Organisation ID. Once entered, the Application Form will pre-populate organisational details.

If you select 'no' you will be prompted to enter in organisational details into the applicable fields of the form.

Your organisation's ID can be found on your organisation's Grant Agreement with the department. The 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 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).

Grant Details

Organisation ID:	1-AAAAAA
Agreement ID:	1-BBBBBB
Program Schedule ID:	1-CCCCCC

Grant Activity

3.7 How can I update my organisation's contact details?

The Application Form will ask if your organisation is an existing grant recipient. If your organisation is an existing grant recipient and has a copy of a Grant Agreement with the Department of Health and Aged Care you are able to select 'yes' to this question.

Is the Applicant an existing Grant Recipient? *

If you require assistance, please call 0262895600.

(•) Yes   ( ) No

If Yes, provide the Organisation ID number as it appears on your Grant Agreement and then click 'Verify ID' to confirm the details are correct.

Tip: Copy and paste the Organisation ID number from the Grant Agreement to avoid errors.

Organisation ID *

[   ]   **Verify ID**

If you select 'yes' you will be prompted to enter in your Organisation ID. Once entered, the Application Form will pre-populate organisation details. To make any updates to these organisation details you must contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for this information.

3.8   What should my short title be for this Project/Activity?

Enter the title as "Aged Care IPC Training [your provider/ organisation name]".

Please note the text box has a limit of 250 characters.

3.9   What should I write in the brief description of the project?

The application form asks you to "Provide a brief description of your project or the services to be delivered and how it will contribute to the objectives outlined in the Grant Opportunity Guidelines".

The description may be entered as "Aged Care IPC Training [your provider/ organisation name]", or where more than one application has been submitted you may include a description to distinguish between applications where applicable. Each successful application will form a separate grant agreement. Please note your response to this section is limited to 150 words and significant detail is not expected.

3.10   How do I calculate the total grant amount?

To assist you to complete the online form, the total grant amount is calculated in the Costing Calculator for IPC. You must complete all fields in the Costing Calculator for IPC for each of the nurse training participants.

The grant funding for each nurse training participant will be automatically calculated in Column N.

The total grant amount will be automatically calculated in the Costing Calculator for IPC in Column N in the last row of the table. You must enter this amount in your online application form.

3.11   What is the Costing Calculator for IPC and what will it be used for?

The Costing Calculator for IPC is an excel workbook required to be completed and submitted as part of your application. Once completed the Costing Calculator provides you with the total costs associated with IPC training you need to include in your online application form.

The department will use your completed Costing Calculator for IPC to assess your application and establish grant agreements with successful applicants.

We recommend you do not copy and paste data into the workbook. This may include unseen characters and add size to the file.

3.12   What Service ID should I use?

The Service ID in your Costing Calculator for IPC is the National Approved Provider System (NAPS) Service ID. The NAPS Service ID will be used to verify eligibility of the residential aged care service in accordance with the Grant Opportunity Guidelines.

3.13   Why is personal information required for the application?

Limited personal information of nurses undertaking training is requested in the Costing Calculator for IPC. This information will be used as part of the assessment process to determine eligibility and calculate associated IPC training costs.

To ensure grant funds are provided in accordance with the Grant Opportunity Guidelines, the department requires sufficient information to undertake audit and quality assurance processes. Further information on the indirect collection and use of personal information is contained within the Privacy Notice, which is available on the GrantConnect website with the Grant Opportunity Guidelines. An additional copy has been included in the Costing Calculator for IPC.

You are required to provide all nurse training participants included in your application with a copy of the Privacy Notice. You must obtain their consent to the indirect collection of their information before you submit an application.

3.14   Confirmation of Enrolment and Confirmation of Payment on the same document?

The department will accept documentation from the training provider that includes both confirmation of enrolment and confirmation of payment where that has been provided to you.

3.15   When can I submit my application?

The Aged Care IPC Training Grant Opportunity is open for applications from TBC and closes at 2:00pm on 30 June 2023.

Applications can be submitted anytime while the grant opportunity is open, as soon as you have all the required documentation.

Please keep the original email generated by the online application form as this will include your attached application with the submission reference number for your own records.

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

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

- Name of the Grant Opportunity
- GO ID (e.g. GOXXX)
- Submission reference number (located at the top right-hand corner of the application form page)
- Brief reason for the withdrawal.

3.17   Will late applications be accepted?

The department will not accept late applications unless the Decision Maker has granted an extension based on exceptional circumstances. Applicants seeking to submit a late application will be required to submit a request to 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 and ensure compliance with the eligibility requirements stipulated in the Grant Opportunity Guidelines including the dates by which training is required to commence and be completed. The department will advise the applicant if their request is accepted or declined.

4   Assessment Process

4.1   How will organisations be advised of the outcome?

The department will provide advice on the outcome of the grant opportunity, via email, to the primary contact detailed in your application. If you are successful we will advise you of any specific conditions attached to the grant.

Expected timeframes are outlined in *Section 6.2 Timing of grant opportunity processes* of the Grant Opportunity Guidelines.

In accordance with Section 10 of the Grant Opportunity Guidelines, grants to successful applicants will be listed on the GrantConnect website 21 calendar days after the date of effect. This date is defined in the glossary of the Grant Opportunity Guidelines and is required by Section 5.3 of the Commonwealth Grants Rules and Guidelines (CGRGs).

4.2   What feedback will be available on the outcomes of the grant opportunity?

In accordance with *Section 8. Notification of application outcomes* of the Grant Opportunity Guidelines you will be advised in writing on the outcome of your application. For successful applicants this will be through the offer of a Simple Grant Agreement. If you are unsuccessful the department will provide you an opportunity to receive feedback. A request for individual feedback should be made to the department within 21 days of being notified of the outcome by emailing IPCtraining@health.gov.au. You will receive a response to your feedback request in writing within 21 days.

5   Eligibility Questions

5.1   Who is eligible to apply?

Eligible employers are responsible for applying for this grant opportunity. Individual staff are not eligible to apply for funding under this grant opportunity. You should refer to *Section 4. Eligibility Criteria* 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.

5.2 I can't determine whether I'm eligible, can the department assist me?

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 (*Section 4. Eligibility criteria*) and other published information for this grant (e.g. addendums, additional frequently asked questions).

5.3 Am I eligible to apply if the training course has already started?

Your application can include an eligible training course that commences between 1 July 2022 and 30 June 2023 and will be completed before 31 December 2023. Courses that commenced prior to 1 July 2022 are not eligible under this grant opportunity.

Please refer to the Grant Opportunity Guidelines for GOxxxx, as listed on GrantConnect, specifically *Section 4.2: Additional eligibility requirements.*

5.4 What happens if the participating nurse changes employer before the training is completed?

You may only use grant funds for the purpose outlined in your application. If a nurse supported to participate in IPC training under this grant opportunity changes employer before the completion of training, you are not permitted to transfer any funds provided for wages costs (for study leave or back fill) that remain unspent to another entity.

Grant funds may only be used as outlined in the grant agreement to achieve the program objectives. Information about completion of training and the use of grant funds, including any underspends arising from the nurse not completing training while employed by you, must be reflected in the performance report and financial declaration required at the end of the grant agreement, as outlined in *Section 11 of the Grant Opportunity Guidelines*.

5.5 The residential aged care facility already has an IPC lead, can another nurse at this facility participate in this grant opportunity?

Yes, the purpose of this grant opportunity is to support more nurses in eligible residential aged care to access infection prevention and control (IPC) leadership training and ensure residential aged care services are well prepared to prevent or manage future infectious disease outbreaks including influenza and COVID-19. You should refer to *Section 4.2. Additional Eligibility Requirements* of the Grant Opportunity Guidelines for additional eligibility requirements.

5.6 I currently hold IPC qualifications, can I apply for training under this grant opportunity?

This grant opportunity is to increase the number of IPC qualified nurses. The department is unlikely to approve your application if a nurse currently holds an IPC qualification that is suitable to meet the requirement of an IPC Lead.

5.7 I have selected an IPC training course that is not listed on the department's website, can I complete this course under this grant opportunity?

Section 4. Eligibility criteria of the Grant Opportunity Guidelines specifies the criteria that must be met for an IPC specialist course to be deemed suitable and eligible for funding

under this grant opportunity. The department's website includes a list of specialist IPC training courses suitable for IPC Leads that are eligible under this grant opportunity. For convenience, these courses are included as pre-populated training course options in the Costing Calculator for IPC.

Any course that meets the specified requirements in the Grant Opportunity Guidelines will be considered for funding. If your application includes a course not listed in the drop-down options in the Costing Calculator for IPC, enter the training provider and course details into the applicable column along with all other required information. Threshold limits for course costs, study leave and back fill as outlined at *Section 3. Grant amount and grant period* of the Grant Opportunity Guidelines apply for all IPC courses assessed as suitable under this grant opportunity. The application must be approved for funding by the Decision Maker as per *Section 7. The grant selection process* of the Grant Opportunity Guidelines.

6 Technical Application Form Questions

6.1 There is an error with the Costing Calculator for IPC, what can I do?

If after you have read through the Instructions worksheet you have identified an error with the Costing Calculator for IPC, you should contact the department at grant.atm@health.gov.au and provide details of the error.

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

You must submit your application between the published opening and closing dates. To minimise the risk of any submission issues, we recommend that you submit your application at the latest 4 hours **before** the closing date and time.

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

6.3 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 form. If this happens, please check that you are within the permitted character limit and remove all text formatting. You can remove formatting by typing directly into the form or pasting text copied from elsewhere into an appropriate application that does not have formatting, such as Notepad, before pasting into the application documents.

The form should expand all text box(es) to equate to the character limit of the text box. If this does not occur but you can continue to the next page, the response will be saved.

6.4 What happens if I am unable to continue to the next tab/page in the form?

If you are unable to continue to the next page 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. If you click on the error message it will take you directly to the question with the issue.

If you are still having problems, please send a screen shot of the error(s) along with an explanation of your issue to grant.atm@health.gov.au

6.5 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 period, the form shuts down and is no longer available for amendments or submission. Data cannot be retrieved once this time period has lapsed and you will need to submit a new application.

6.6 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 outlines eligible funding an applicant can apply for. You should refer to *Section 3. Grant amount and grant period* in the Grant Opportunity Guidelines. The funding amount you enter into the application form must match the total funding amount calculated in the Costing Calculator for IPC.

6.7 How do I print a copy of the application form?

There is no "PRINT" function in the online application form. You may wish to either copy and paste each page into a MSWord document then print from your MSWord version or print each page from any other print functions you have on your system/web browser.

6.8 I have lost the Form Receipt email 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 a pdf version of the application form. This is the only proof of submission. 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.
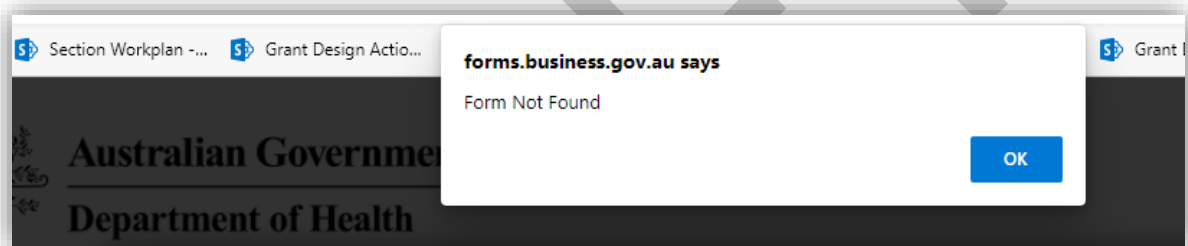
6.9 I have submitted my application but have not received the Form Receipt email. Has my application been received?

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.and the department should provide confirmation that the application was received.

6.10 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

You are not able to re-access your form to make further edits after it has been submitted. If you try and open your form using the Form Opened email (the email you receive each time you re-access your form before submitting it) 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 immediately to withdraw the previous application. Please also note that additional information cannot be submitted to the application form via email. You must resubmit a new application.

After close date and time

As outlined in Section 6 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 or call (02) 6289 5600.'

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.

6.11 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 will not have a record of your draft application and cannot retrieve any of your draft information.

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

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

You can only upload one document to each attachment question within the application form. Where possible, applicants should combine multiple documents into a consolidated document to respond to each attachment question before submitting with the application form. For example, if you have more than one document to confirm payment of course registration/ enrolment fees for multiple training participants you should aim to combine these into a single document. This may require you to scan multiple documents into a single PDF version.

Please also note question 6.13 in this document regarding application attachments. Information provided as part of your application should be relevant and as concise as possible.

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

We recommend you do not 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.

The online application is limited to 2MB per attachment, and a maximum number of 5 attachments. If you are unable to limit the size of your documents, please contact grant.atm@health.gov.au for further advice and assistance.

6.14 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 are unsure of 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.