



Australian Government

Department of Health

Dementia and Aged Care Services Fund National Dementia Support Program Grant Opportunity Guidelines GOXXXX

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Administering entity:	Community Grants Hub
Enquiries:	If you have any questions, contact the department via email: grant.atm@health.gov.au . Questions should be sent no later than 5:00pm (Canberra time) on 14 October 2021.
Type of grant opportunity:	Closed Non-Competitive

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1. Dementia and Aged Care Services Fund: National Dementia Support Program grant opportunity processes

This grant opportunity is part of the above grant program which contributes to the Department of Health's Outcome 3. The Department of Health works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs).



The grant opportunity opens

We publish the grant opportunity guidelines on [GrantConnect](#).



You complete and submit a grant application

You complete the Indicative Budget, Activity Work Plan and Risk Management Plan and address all of the eligibility and assessment criteria to be considered for a grant.



We assess grant suitability

We assess the suitability against eligibility criteria. We assess your suitability to receive a grant against the assessment criteria including an overall consideration of value with money.



We make grant recommendations

We provide advice to the decision maker.



Grant decisions are made

The decision maker decides the suitability of the organisation.



We notify you of the outcome

We advise you of the outcome.



We enter into a grant agreement

We will enter into a grant agreement with you if suitable. The type of grant agreement is based on the nature of the grant and will be proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. The Community Grants Hub manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the grant opportunity

We evaluate your specific grant activity and the grant opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the National Dementia Support Program (NDSP). You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity;
- the eligibility and assessment criteria;
- how the grant application and suitability to receive a grant is considered;
- how grantees are notified and receive grant payments;
- how grantees will be monitored and evaluated; and
- responsibilities and expectations in relation to the opportunity.

The establishment and management of the grant will be via the Community Grants Hub on behalf of the department.

2. About the grant program

The Dementia and Aged Care Services (DACS) Fund is designed to better support activities that respond to existing and emerging challenges including dementia care, better support services targeting people from diverse social and cultural backgrounds and support special measures for Aboriginal and Torres Strait Islander people. The DACS Fund can also be used to support activities that assist the Commonwealth in informing itself about aged care.

DACS aims to support older Australians who are sick or living with medical conditions to access appropriate care provided through the Commonwealth-funded aged care system.

DACS priorities include:

- Older Australians with dementia and people at risk of dementia;
- Older Australians with diverse social and cultural care needs who are sick or experiencing or living with medical conditions;
- Special measures targeted to Aboriginal and Torres Strait Islander people; and
- Activities for the purposes of the Commonwealth informing itself about aged care.

The Department of Health (the department) makes provision under the DACS Fund for a range of targeted activities that meet DACS Fund aims, objectives and priorities. In alignment with the DACS Fund objective of providing these target groups and activities include to people with dementia.

The National Dementia Support Program (NDSP) aligns with the first DACS Fund priority and objective to better support activities that respond to existing and emerging challenges including dementia care. Further information on the DACS Fund is available on the Department of Health's [website](#).

We administer the program according to the [Commonwealth Grants Rules and Guidelines 2017 \(CGRGs\)](#)

2.1 About the National Dementia Support Program (NDSP) grant opportunity

The NDSP is an ongoing measure delivered under *Program 3.3 Aged Care Quality*, through the DACS Fund. These guidelines contain information for the NDSP and the grant opportunity from July 2021 to 30 June 2025.

The NDSP is an Australian Government initiative administered by the Department of Health

There are five elements under the NDSP grant opportunity (outlined in Section 2.2.1 below), with the collective aim to provide a comprehensive set of supports for people living with dementia.

The objectives of the NDSP are to:

- Improve the quality of life for people living with dementia, their families and carers;
- Support people living with dementia to remain in their homes where appropriate;
- Provide easy access to information and support services (including referral where appropriate), for people living with dementia and their carers and families;
- Provide access to information to the general community that supports prevention, risk-reduction, and early intervention (including diagnosis);
- Promote general awareness of dementia, the services and resources that are available;
- Support the specific needs of carers and their families who care for a person living with dementia;
- Improve quality of care and support innovative care options to support people living with dementia and their carers and families;
- Improve access to the range and choice of information and services available to target population groups as per the special needs groups listed in the *Aged Care Act 1997* including: Aboriginal and Torres Strait Islander populations; culturally and linguistically diverse (CALD) populations; lesbian, gay, bisexual, transgender, intersex people; and people in rural and remote locations;
- Increase general understanding and awareness amongst the Australian community of dementia, and services and resources available for people living with dementia; and
- Provide clear local support pathway resources for people recently diagnosed with dementia, outlining support services available for them and their carers and family members

The intended outcomes of the NDSP are as follows:

- People living with dementia and their carers and families will know more about dementia and what to expect as the condition progresses;
- Dementia is diagnosed earlier, and more people access post-diagnostic early supports;
- People living with dementia, their families and carers know how and where to access services that may assist and set them on the right path to self-manage and live well with dementia for as long as possible;
- Carers of people living with dementia know how and where to access psychosocial supports which will empower them to maintain their caring role as long as is practical; and
- Health and aged care sectors are better able to respond to increased rates of dementia in the community.

The below table outlines indicative Performance Indicators that may be included in the grant agreement.

Table 1: Performance Indicators (PIs)

Action	PI & Measure
All of the requirements in the Grant Agreement have been met.	Information is provided to an acceptable standard in the performance reports, Activity Work Plans and budgets.
Activities are completed according to the scope, timeframes and budget defined in the Activity Work Plan.	The Department and your organisation agree that the requirements outlined in the Activity Work Plan have been completed as specified.
The provider maintains open communication with the Department.	The service provider meets regularly or as needed with the Department, and is responsive (as is practical) to queries outside meeting times.

2.2 Elements of the National Dementia Support Program

The NDSP consists of five elements:

- 1) Information and Foundation Supports;
- 2) Early Intervention Supports;
- 3) Awareness and Stigma Reduction Campaigns;
- 4) Targeted Supports for Vulnerable Groups; and
- 5) Local Consumer Post-Diagnostic Pathways.

2.2.1 Element 1: Information and Foundation Supports

To support people living with dementia, and their families and carers to make informed decisions about their health and the ways they access medical and health related services.

Required grant activities under this element include:

- Operate a national dementia specific information helpline (National Dementia Helpline) to support people living with dementia or concerned about dementia, their families, friends and carers, by connecting them to information relevant across the course of their dementia journey;
 - Within the National Dementia Helpline, offer an outbound call capability for people newly diagnosed with dementia, their carers and families to help them adjust to a dementia diagnosis, access early intervention supports and stay connected to services and supports as their situation evolves;
- Maintain a dementia specific website that advises how to access a range of support services, and provide information at each stage of a persons' dementia journey. The website will include information on self-management, re-ablement, and changes expected as the user's dementia progresses;
- Partner with local service delivery and support networks, including PHNs, to provide advice on appropriate consumer pathways to access support services

including [My Aged Care](#) and the [Carer Gateway](#), but also more localised supports that may be available, at relevant stages in their dementia journey;

- Provide support to access expert advice and health professionals outside of standard business hours and/or in areas where there is no general practitioner or other specialist support available;
- Improve access to health services by vulnerable groups (including: Aboriginal and Torres Strait Islander people; lesbian, gay, bisexual, transgender, intersex people; care leavers; people from CALD backgrounds; and people living in rural and remote areas) through targeted solutions; and
- In conjunction with My Aged Care, improve or upgrade Dementia Australia's IT software used in delivery of the NDSP and the National Dementia Helpline to better integrate with the My Aged Care system, including relevant training as approved by the department.

2.2.2 Element 2: Early Intervention Supports

Early intervention supports are required to help people to manage after receiving a diagnosis of dementia and improve consumer dementia literacy and service navigation skills so people are better equipped to live well with dementia. Proposed support services should provide people recently diagnosed with dementia, their families and carers with a range of psychosocial supports and education aimed at assisting them to adjust to the diagnosis and encourage self-management for as long as practical on the journey ahead.

Required grant activities for this element include:

- Provision of face-to-face and telehealth support to empower and help people living with dementia, their families and carers, to achieve dementia literacy and self-advocacy skills to navigate the service system and live well with dementia;
- Provision of coaching/counselling to assist in adjusting to life with a diagnosis of dementia and to flag where supports may be useful at future dementia 'transition points';
- Delivery of innovative and/or alternative approaches to help carers of people living with dementia to manage their caring role and maintain quality of life for both the carer and the person living with dementia, and helping them to stay at home longer where practical;
- Promotion of forward planning including registration with [My Health Record](#), setting up social support networks, and financial and legal planning;
- Supports should include a range of integrated multi-disciplinary care and flexible delivery mechanisms to enable access for people in rural and remote areas of Australia and highly vulnerable groups (including people who live alone) to access services; and
- Partnering with knowledge or service delivery partners to provide information about the range of supports (e.g. early intervention therapies, allied health services, respite) that may be of use at various stages and for the different types of dementia.

2.2.3 Element 3: Targeted Supports for Vulnerable Groups

To provide appropriate education and support to help people adjust to a dementia diagnosis, and empower them to access, understand and use dementia services and supports. This element should include a focus on Aboriginal and Torres Strait Islander people and people from CALD backgrounds.

Required grant activities under this element include:

- Development of partnerships with trusted organisations working with target communities to facilitate improved access to NDSP and other dementia services and information;
- Delivery of outreach services offering dementia awareness and support to newly diagnosed people in the target communities, and their carers and families, including development of culturally appropriate resources;
- Delivery of targeted outreach services offering dementia awareness and support to Aboriginal and Torres Strait Islander people and people from CALD backgrounds (the Department may consider requests to broaden this element to include focus on other vulnerable population groups);
 - Services should assist people living with dementia from these target population groups to connect with local support services.
- Where possible, provide supports for trusted local health professionals to build workforce capability and capacity in dementia care;
 - Supports may include clinics providing dementia education, assessment and local level service linking, particularly in thin markets (e.g. people living in rural and remote areas of Australia have lower access to health professionals and specialists and can face additional delays in getting a diagnosis).

2.2.4 Element 4: Awareness and Stigma Reduction Campaigns

To improve awareness and understanding of dementia, improve early diagnosis rates, and reduce the stigma associated with the condition.

Required grant activities under this element include:

- Working with the [Dementia Training Program](#) and other existing measures, develop and deliver an early diagnosis awareness raising campaign targeting primary care health practitioners, including but not limited to General Practitioners, Pharmacists, Registered and Enrolled Nurses and Allied Health Professionals (trusted and informed intermediaries). The awareness campaign/s should seek to:
 - contribute to improving the early diagnosis of dementia by the primary care sector;
 - support primary care practitioners in their role as a trusted source of advice and referral point for a person with a new diagnosis; and
 - facilitate better interactions in people's movement between the health and aged care sectors, to promote multidisciplinary and coordinated care networks for people living with dementia.
- Develop and deliver dementia awareness and stigma reduction community campaigns that seek to affect sustained change to:
 - community attitudes regarding the positive contribution people living with dementia can make;

- challenge negative attitudes that people living with dementia, their carers and families may have towards support services and their ease (or otherwise) of access, and increase the uptake of these services; and
- improve equity of access and ensure more people are connected to services early in their experience of living with dementia or caring for someone with dementia.

2.2.5 Element 5: Local Consumer Post-Diagnostic Pathways

According to the final report of the Royal Commission into Aged Care Safety and Quality, the Australian Government should provide clearer post-diagnostic dementia support pathways for Australian consumers. Funding under this element will support the development of local resources across Australia

Required grant activities for this element include:

- Working with Primary Health Networks (PHNs), develop a resource in each PHN area detailing the support available for people living with dementia, and their carers and families, in that area, including local, state, and federal government, private sector, and community-driven support.

3. Grant amount and grant period

3.1 Grants available

For this grant opportunity up to \$98.09 million is available over 4 years.

The grant opportunity will run from September 2021 to 30 June 2025.

There is no maximum grant amount but grants cannot exceed the total available funds.

Table 2: Grant Opportunity Funding Available

<i>GST exclusive</i>	2021-22 FY \$ M	2022-23 FY \$ M	2023-24 FY \$ M	2024-25 FY \$ M	Total \$ M
Element 1: Information and Foundation Supports	6.73	6.77	6.88	6.76	27.14
Element 2: Early Intervention Supports	11.02	12.73	12.78	13.51	50.04
Element 3: Outreach - Targeted Supports	3.0	3.0	3.0	3.0	12.0
Element 4: Awareness and Stigma Reduction	2.0	2.0	2.0	2.0	8.0
Element 5: Local Consumer Post-Diagnostic Pathways	0.4	0.2	0.21	0.10	0.91
Totals	23.15	24.70	24.87	25.37	98.09

Note: indexation has been incorporated in the above figures but may be adjusted at a later date. Funding allocations between elements may also be adjusted with the agreement of both parties but will not exceed the total funding available.

3.2 Grant period

The maximum grant period is four years.

4. Eligibility criteria

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

4.1 Who is eligible to apply for a grant?

To be eligible you must be the listed organisation:

Table 3: Eligible organisation

Legal name of organisation	ABN
Dementia & Alzheimer's Australia Ltd	79 625 582 771

Rationale for eligibility:

The organisation listed above has been assessed to have:

- capability to deliver the project activities nationally;
- existing infrastructure and relationships to support the project activities; and
- experience, knowledge and capability to deliver to the project objectives and outcomes.

Dementia & Alzheimer's Australia Ltd (Dementia Australia) is the national peak body for people living with dementia and their carers, and is the incumbent provider of the NDSP. When the Department of Health tested the market via an open competitive grant opportunity for the NDSP in 2019, the Department assessed Dementia Australia as the only applying organisation able to deliver all program elements at a national level.

As part of their delivery of the NDSP, Dementia Australia has built significant infrastructure that makes the organisation uniquely able to deliver the expanded NDSP, including:

- the National Dementia Helpline, which is a key element to ensuring success of this activity. A number of the sub-elements will leverage the service provided by the National Dementia Hotline, particularly its enhanced capacity from 2021-22.
- Dementia Australia is uniquely placed to deliver the counselling, individual support, and other psycho-social supports required under the NDSP due to the networks they have established and maintained over the past several years.

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- any organisation not included at Table 3, section 4.1; and/or
- an organisation, or your project partner is an organisation, 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'.

4.3 What qualifications, skills or checks are required?

Relevant personnel working on the grant activity must maintain the following registration:

- Working with Vulnerable People registration (or equivalent depending on the relevant state or territory).

5. What the grant money can be used for

5.1 Eligible grant activities

Eligible activities must directly relate to the grant opportunity and the activities listed against each Element at section 2.2 of this document.

5.2 Eligible locations

Services provided under this grant opportunity must be delivered in all Australian states and territories.

5.3 Eligible expenditure

For this grant opportunity under the NDSP, you can only spend the grant on eligible expenditure you have incurred in the provision of activities under the Elements in section 2.2 of these guidelines.

Eligible expenditure items include:

- salary and on-costs for staff directly involved in the establishment, delivery and management of the activity, including appropriate domestic travel;
- IT solutions, including expenditure to better link the National Dementia Helpline to systems such as My Aged Care;
- data collection;
- communication activities;
- evaluation activities; and
- other expenditure determined by the Decision Maker as appropriate to delivering the activity.
- administration costs directly associated with the grant activity, including but not limited to coordination and organisation of services, and preparation of progress reports

We may update the guidelines on eligible and ineligible expenditure from time to time. If your application is successful, the version in place when you submitted your application applies to your grant activity.

Not all expenditure on your grant activity may be eligible for grant funding. The Decision Maker makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required. You must incur the expenditure on your grant activity between the start date and completion date for your grant activity for it to be eligible.

5.4 What the grant money cannot be used for

You cannot use the grant for any activities not mentioned in sections 2.2 and 5.1.

You cannot use the grant for the following costs:

- purchase of land;
- wages/salaries of personnel not directly involved in delivering or administering the grant activities;
- major capital expenditure;
- the covering of retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent;
- major construction/capital works;
- overseas travel; or
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

6. The assessment criteria

The following assessment criteria will be used to assess your suitability to receive a grant. You must address all of the following assessment criteria. All criteria have equal weighting.

Criterion 1 – Alignment with grant opportunity objectives and outcomes

You must demonstrate this by outlining the key tasks your organisation will undertake to meet the objectives of the grant opportunity in an updated Activity Work Plan (on the template provided on GrantConnect). In this case the objectives and outcomes of the grant are the same as the for the NDSP as outlined in section 2.1. The Department must be satisfied that this addresses each of the aims and objectives of the grant opportunity to a high level.

Criterion 2 - Efficient and Economical use of Grant Funds

You must demonstrate this by providing an updated Indicative Budget (in a format of your choice).

Criterion 3 – Effective Risk Management Strategies

You must demonstrate this by providing an updated Risk Management Plan (in the format of a choice).

In addition, the department will consider the performance of your organisation over previously funded years, past value for money, compliance with the grant agreement, progress towards meeting grant activity milestones, including a history of unspent funds or under delivery, complaints, quality and any performance concerns.

7. How to apply

The eligible organisation's submission of an update Activity Work Plan, Indicative Budget and Risk Management Plan will be considered as an application for this grant opportunity and will be used in the determination of value with relevant money. Suitability to receive grant funding will be assessed as per Section 6.

The eligible organisation must read and understand these guidelines and the sample grant agreement. These documents can be found at [GrantConnect](#). Any alterations and

addenda¹ will be published on GrantConnect and by registering on this website you will be automatically notified on any changes. GrantConnect is the authoritative source for grants information.

To apply you must:

- complete the updated Activity Work Plan, Indicative Budget and Risk Management Plan on GrantConnect;
- provide all the information requested;
- address all eligibility criteria and assessment criteria;
- include all necessary attachment; and
- submit your application using the '**Submit Application**' button on GrantConnect by the closing date and time.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information is a serious offence under the [Criminal Code 1995](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

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

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

You should keep a copy of your application and any supporting documents. You will receive automatic email acknowledgement of your application submission from GrantConnect. Please retain the automatic email from GrantConnect as proof of submission. If you need further guidance around the application process or if you are unable to submit an application via GrantConnect, please contact us at grant.atm@health.gov.au or by calling (02) 6289 5600.

7.1 Attachments to the application

We require the following documents with your application:

- an updated activity work plan (on the template provided on GrantConnect);
- an updated indicative budget (in a format of your choice); and
- an updated risk management plan (in a format of your choice).

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

7.2 Timing of grant opportunity processes

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

¹ Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) and Frequently Asked Questions (FAQ) documents. Relevant money is defined in the PGPA Act. See section 8, Dictionary.

In the interest of fairness, the department reserves the right not to accept a late application or requests for extensions. In considering whether it would be fair to accept a request for late application or extension, the department will determine if the request is due to exceptional circumstances beyond the applicant's control that meant that the deadline could not be met. Examples of exceptional circumstances could include, but may not be limited to:

- Department infrastructure failures;
- Technical difficulties outside the control of the applicant (e.g. regional service outages) or
- Natural disasters.

Any other exceptional circumstances will be considered on their merits.

Table 4: Expected timing of the grant opportunity

Activity	Expected Timeframe
Published on GrantConnect	3 weeks
Assessment of the application	2 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	November 2021
End date of grant activity or agreement	30 June 2025

7.3 Questions during the application process

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

Questions close three full days before the end of the application period. This allows the department to disseminate information to applicants with sufficient time for the applicant to consider the impact of the response on their application.

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

8. The grant selection process

8.1 Assessment of the grant application

We first review your eligibility to receive a grant against the eligibility criteria in Section 4.

Only the eligible organisation will move to the next stage. We consider eligibility and suitability to receive a grant through a closed non-competitive grant process. We review information provided in the application and attachments. We also review existing budgets and/or financial acquittals, performance/progress reports and/or risk management plans.

We will then assess your suitability to receive a grant against the assessment criterion (see Section 6). We consider your suitability, based on:

- how well your performance meets the criterion and
- whether your past performance continues to provide value with relevant money.

We will use the Descriptive Classification Rating Scale. The eligible organisation must be rated as Suitable against the below table to be offered a funding agreement.

Table 5: Descriptive Classification Rating Scale

Rating (for individual criterion)	Rank
High/good quality – response against this criterion meets all/most criteria to a higher than average/average standard. Evidence is available and provides support for claims against this criterion.	Suitable
Poor quality – poor claims against this criterion, meets some or none of the criteria. Evidence is unavailable, not relevant or lacking in detail.	Not Suitable

When assessing the extent to which the application represents value with relevant money, we will have regard to:

- the relative value of the grant sought;
- the accessibility of the proposed service offer both in terms of geographic reach beyond metropolitan centres and for specific target communities
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives; and
- how the grant activities will target groups or individuals.

8.2 Who will assess the application

An assessment committee will assess your suitability to receive a grant by reviewing the information and documents listed in sections 6 and 7. The assessment committee will be made up of staff within the Dementia, Diversity and Design Branch of the department.

The assessment committee may seek additional information about you. They may do this from within the Commonwealth, even if the sources are not nominated by you, as referees. The assessment committee may also consider information about you that is available through the normal course of business.

The assessment committee recommends to the Decision Maker if the eligible organisation is suitable to receive a grant.

8.3 Who will approve grants?

The First Assistant Secretary, Market and Workforce Division (the Decision Maker) within the Department decides which grant(s) to approve taking into account the recommendations of the assessment committee and the availability of grant funds for the purposes of the grant opportunity.

The Decision Maker's decision is final in all matters, including:

- the approval of the grant; and
- the grant funding amount to be awarded.

There is no appeal mechanism for decisions to approve or not approve a grant.

9. Notification of application outcomes

We will advise you of the outcome of your application in writing via email. 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. We will respond to your request for feedback in writing within 21 days.

You can submit a new application 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.

10. Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We use the standard [grant agreement](#) in this program.

Each agreement has general terms and conditions that cannot be changed. Sample grant agreements are available on the Department of Finance's [website](#). We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. If you choose to start your grant activities before you have an executed grant agreement, you do so at your own risk. You must not start any NDSP activities until a grant agreement is executed. **Please note:** you may continue delivering NDSP activities under your current agreement while the new agreement is being finalised.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Standard Grant Agreement

You will have 20 days from the date of a written offer to execute this grant agreement with the Commonwealth ('execute' means both you and the Commonwealth have signed the agreement). During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

You may request changes to the grant agreement. However, we will review any required changes to these details to ensure they do not impact the grant as approved by the Decision Maker.

10.2 Specific legislation, policies and industry standards

10.2.1 The Multicultural Access and Equity Policy

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

access to language services where appropriate. To find out more about the Multicultural Access and Equity Policy, visit the [Department of Home Affairs website](#).

10.2.1 National Redress Scheme

The National Redress Scheme for Institutional Child Sexual Abuse Grant Connected Policy makes non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding. The National Redress Scheme Grant Connected Policy will come into effect on 1 January 2021.

10.3 How we pay the grant

The grant agreement will state the:

- maximum grant amount to be paid.

If you incur extra costs, you must meet them yourself.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments six monthly as you achieve agreed milestones in advance, based on your forecast eligible expenditure and adjusted for unspent amounts from previous payments. Payments are subject to satisfactory progress.

10.4 Grants Payments and GST

If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

11. Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the [CGRGs](#).

12. How we monitor your grant activity

12.1 Keeping us informed

You should let us know if anything is likely to affect your grant activity or organisation.

We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due.

You must also inform us of any changes to your:

- name;
- addresses;
- nominated contact details; and
- bank account details.

If you become aware of a breach of terms and conditions under the grant agreement, you must contact us immediately.

12.2 Reporting

You must submit reports in line with the grant agreement. We will work with you to develop templates for these reports following execution of the grant agreement. We will expect you to report on:

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

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

We will monitor progress by assessing reports you submit and may conduct site visits or request records to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

Progress reports

Progress reports must:

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

We will only make grant payments when we receive satisfactory progress reports.

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

Ad-hoc reports

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

Final report

When you complete the grant activity, you must submit a final report.

Final reports must:

- identify if and how outcomes have been achieved;
- include the agreed evidence as specified in the grant agreement;
- identify the total eligible expenditure incurred; and
- be submitted within 30 days of completion in the format provided in the grant agreement.

12.3 Audited financial acquittal report

We may ask you to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement. The department will supply a financial acquittal report template following execution of the grant agreement.

12.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting national.agedcaregrants@dss.gov.au.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

12.5 Record keeping

We may also inspect the records you are required to keep under the grant agreement.

12.6 Compliance visits

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

12.7 Evaluation

We will evaluate the grant opportunity to measure how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also interview you, or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

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

13. Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

These guidelines may be changed from time-to-time by the Department of Health. When this happens, the revised guidelines will be published on GrantConnect.

13.1 Enquiries and feedback

The department's [Complaint Handling Process](#) apply to complaints about this grant opportunity. All complaints about a grant process must be provided in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to grant.atm@health.gov.au.

If you do not agree with the way the department has handled your complaint, you may complain to the [Commonwealth Ombudsman](#). The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the relevant Commonwealth entity.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: [Commonwealth Ombudsman](#)

13.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if the department's staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer;
- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently; or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/ grant opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform the department in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)](#) of the [Public Service Act 1999](#). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the [Australian Public Service Commission's website](#).

13.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

- what personal information we collect;
- why we collect your personal information; and
- who we give your personal information to.

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected, unless an exemption applies.

The Australian Government may also use and disclose information about grant applicants and grant recipients under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us with other Commonwealth entities for purposes including government administration, research or service delivery, according to Australian laws.

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

activity. Accordingly, you must not do anything, which if done by the department would breach an Australian Privacy Principle as defined in the Act.

13.4 Confidential Information

Other than information available in the public domain, you agree not to disclose to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three conditions below:

1. you clearly identify the information as confidential and explain why we should treat it as confidential;
2. the information is commercially sensitive; and
3. revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- the committee and other Commonwealth employees and contractors to help us manage the program effectively;
- employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities;
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery;
- other Commonwealth, State, Territory or local government agencies in program reports and consultations;
- the Auditor-General, Ombudsman or Privacy Commissioner;
- the responsible Minister or Parliamentary Secretary; and
- a House or a Committee of the Australian Parliament.

The grant agreement may also include any specific requirements about special categories of information collected, created or held under the grant agreement.

13.5 Freedom of information

All documents in the possession of the Australian Government, including those about this grant opportunity, are subject to the [Freedom of Information Act 1982](#) (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail: Freedom of Information Coordinator
FOI Unit
Department of Health
GPO Box 9848
CANBERRA ACT 2601

By email: foi@health.gov.au

DRAFT

14. Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
assessment criteria	are the specified principles or standards, against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive grant opportunity, to determine application rankings.
Commonwealth Child Safe Framework	In response to the Royal Commission into Institutional Responses to Child Sex Abuse, the Australian Government has introduced the Commonwealth Child Safe Framework , a whole-of-government policy that sets minimum standards for creating and embedding a child safe culture and practice in Commonwealth entities.
commencement date	the expected start date for the grant activity
Commonwealth entity	a Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act
Commonwealth Grants Rules and Guidelines (CGRGs)	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
commencement date	the expected start date for the grant activity
completion date	the expected date that the grant activity must be completed and the grant spent by
Commonwealth Child Safe Framework	In response to the Royal Commission into Institutional Responses to Child Sex Abuse, the Australian Government has introduced the Commonwealth Child Safe Framework , a whole-of-government policy that sets minimum standards for creating and embedding a child safe culture and practice in Commonwealth entities.

Term	Definition
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it
date of effect	can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
decision maker	the person who makes a decision to award a grant
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
grant	for the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: <ul style="list-style-type: none"> a. under which relevant money² or other Consolidated Revenue Fund (CRF) money³ is to be paid to a grantee other than the Commonwealth; and b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant
GrantConnect	is the Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.

² Relevant money is defined in the PGPA Act. See section 8, Dictionary.

³ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
grant program	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single Portfolio Budget Statement Program.
grantee	the individual/organisation which has been selected to receive a grant
PBS Program	described within the entity's Portfolio Budget Statement , PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities.
selection criteria	comprise eligibility criteria and assessment criteria.
selection process	the method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.
value with money	<p>value with money in this document refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:</p> <ul style="list-style-type: none"> • the quality of the project proposal and activities; • fitness for purpose of the proposal in contributing to government objectives; • that the absence of a grant is likely to prevent the grantee and government's outcomes being achieved; and • the potential grantee's relevant experience and performance history.