



Australian Government

Department of Health

Commonwealth Home Support Programme Culturally and Linguistically Diverse (CALD) Respite Services 2020-2022 Grant Opportunity Guidelines GOXXXX

Opening date:	TBC
Closing date and time:	2:00pm AEDT (Canberra time) on TBC
Commonwealth policy entity:	Department of Health (department)
Administering entity:	Community Grants Hub
Enquiries:	<p>If you have any questions, contact the department via email: aged_care_grant@health.gov.au.</p> <p>Questions should be sent no later than 5:00pm Canberra local time on TBC.</p>
Type of grant opportunity:	Targeted Competitive

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1. Commonwealth Home Support Programme: Culturally and Linguistically Diverse (CALD) Respite Services grant opportunity processes

The Commonwealth Home Support Programme (CHSP) is designed to achieve Australian Government objectives. This grant opportunity is part of the above grant program which contributes to the Department of Health's Outcome 6. 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 Application Form and address all of the eligibility and assessment criteria to be considered for a grant.



We assess all grant applications

We assess the applications against eligibility criteria. We assess your eligible application against the assessment criteria including an overall consideration of value with money and compare it to other applications



We make grant recommendations

We provide advice to the decision maker on the merits of each application.



Grant decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



We enter into a grant agreement

We will enter into a grant agreement with you if successful. 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 Commonwealth Home Support Programme (CHSP) Culturally and Linguistically Diverse (CALD) Respite Services 2020 - 2022 grant opportunity.

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 grant applications are considered and selected;
- how grantees are notified and receive grant payments;
- how grantees will be monitored and evaluated; and
- responsibilities and expectations in relation to the opportunity.

2. About the grant program

The Australian Government aims to provide choice through a range of flexible options to support older people who need assistance. This includes supporting people to remain living at home and connected to their communities for longer, through to residential care for those who are no longer able to continue living in their own home.

Program 6.2 Home Support and Care Program of the department's Portfolio Budget Statement, aims to provide choice through a range of flexible options to support older people to remain living at home and connected to their communities. The Home Support and Care Program comprises of the CHSP, the Continuity of Support Programme and the Home Care Packages Program.

The CHSP is the entry-level tier of the aged care system. The CHSP aims to support frail, older people aged 65 years and over (or aged 50 years and over for Aboriginal and Torres Strait Islander people) to live as independently as possible in their own home and community for as long as they can and wish to do so.

The objectives of the CHSP are to:

- provide high quality support at a low intensity on a short-term or ongoing basis; or higher intensity services delivered on a short-term or episodic basis to frail, older people to maximise their independence at home and in the community, enhancing their wellbeing and quality of life;
- provide entry-level support services for frail, older people aged 65 years and older (or 50 years and older for Aboriginal and Torres Strait Islander people) who are assessed by the Regional Assessment Service (RAS) as needing assistance, to continue to live independently at home and in their community;
- support frail, older clients aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) through the direct service delivery of planned respite services, which will allow carers to take a break from their usual caring duties;
- support clients to delay, or avoid altogether, the need to move into more complex aged care by being kept socially active and connected with their community, so that whole-of-system aged care costs can be kept at a sustainable level as the population ages and the number of people requiring care increases;

- ensure that all clients have equal access to services that are socially and culturally appropriate and free from discrimination;
- ensure compliance with all relevant codes of ethics, industry quality standards and guidelines, to ensure that clients receive high quality services;
- ensure service delivery has a focus on activities that embed wellness, independence and reablement when required;
- facilitate client choice to enhance the independence and wellbeing of older people and ensure that services are responsive to the needs of clients;
- provide a standardised assessment process which encompasses a holistic view of client needs; and
- provide flexible, timely services that are responsive to local needs.

The intended outcomes of the CHSP are to assist:

- frail older people with functional limitations to live in their own homes;
- frail older people to participate in, and have access to, the community including through the use of technology;
- frail older people's psychological, emotional and physical wellbeing and functional status to be maintained and/or improved;
- frail older people to be more independent at home and active in the community thereby enhancing their quality of life and/or preventing or delaying their admission to long-term residential care;
- frail older people to live in safe, stable and enabling environments;
- the enhancement of care relationships and support for carers;
- increased service innovation and sustainability of the CHSP; and
- access to equitable and affordable CHSP services.

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

2.1 About the grant opportunity

There are provisions under the CHSP for the allocation of additional growth funding to help meet the increase in the number of older Australians needing access to CHSP services. Growth funding is additional funding from within the CHSP allocated to service providers on the basis of identified funding priorities and gaps in service delivery.

The [2018 Aged Care Financing Authority report on](#) respite services for aged care recipients recommended improving access to, and suitability of care for special needs groups, including people from CALD communities. Further data analysis was undertaken by the Department to identify the Aged Care Planning Regions (ACPR) of highest priority across the country. Broad consultation with the sector informed the priorities that are identified and targeted in this grant opportunity (see Appendix A – TBC).

The purpose of this grant opportunity is to support providers to deliver centre-based respite services for multicultural communities by providing tailored activities for CALD clients and respite for their carers. To strengthen the provision of specialised aged care services for CALD clients, the allocation of \$10m per year in 2020-21 and 2021-22 would fund centre-based respite services for multicultural communities by providing tailored activities for CALD clients and respite for their carers.

This grant opportunity seeks to meet the entry-level aged care needs of older Australians by increasing funding for centre-based respite to meet the needs of culturally and linguistically diverse clients eligible for this service under the CHSP.

For the purposes of this funding opportunity, CALD groups are defined as people who were born overseas, have a parent born overseas or speak a variety of languages at home.

Note: that Indigenous Australian and Torres Strait Islander groups are identified as a separate special needs group under the *Aged Care Act 1997* and that respite projects targeting these groups are outside the scope of this program.

The focus of this grant opportunity is to target CALD respite services as outlined in the [Appendix A – Priority Table \(TBC\)](#).

The objectives of the grant opportunity are to:

- support eligible organisations in the aged and/or disability sector to access additional funding under the CHSP to deliver centre based respite targeting older Australians from CALD backgrounds; and
- target funding allocation to specific ACPRs with identified gaps in or demand for centre based respite services targeting older Australians from CALD backgrounds.

The intended outcomes of the grant opportunity are to:

- increase the capacity and resilience of the CHSP by addressing identified shortages in respite service delivery; and
- provide additional support and choice of services to older Australians from CALD backgrounds and their carers through the diversification of centre based respite providers.

The total number of grants awarded will be based on need, as demonstrated by applicants in their responses to the assessment criteria; the specific activities proposed by applicants; and the expected grant activity outcomes, with applicants ranked within ACPRs and service types. Grant funding may only be used for eligible activities outlined in this grant opportunity (see Section 5.1).

The Activity will be measured against the below Performance Indicator/s (PIs).

Table 1: Performance Indicator/s (PIs)

Action	PI & Measure
Services are delivered 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.

3. Grant amount and grant period

3.1 Grants available

A maximum of \$20 million (GST exclusive) over two financial years from 2020/21 to 2021/22 is available for this grant opportunity. It is intended that this growth funding will become ongoing base funding for those successful organisations. The \$20m for this grant

opportunity is coming from the CHSP funds set aside for identified funding priorities under the program.

The minimum grant amount is \$50,000 (GST exclusive) and the maximum grant amount is \$300,000 (GST exclusive). Grants of up to \$1,000,000 may be considered when delivering services across two or more ACPRs. A grant cannot exceed the amount of available funding.

Table 2: Grant Opportunity Funding Available

2020-21FY \$ M (GST exclusive)	2021-22 FY \$ M (GST exclusive)	Total \$ M (GST exclusive)
10	10	20

The funded unit price (funding per output) for the grant is expected to be between \$22–\$53 per hour of service. The unit price is expected to cover staffing, activities and overhead costs associated with the delivery of centre-based respite, including the costs of room hire, use of vehicles, provision of meals, and off-site / in-service activities. Applicants must provide information on their ability to deliver services within the expected unit price range or provide further detail on why prices are outside of this range. Higher unit prices may be considered on the basis of, for example:

- low client contributions being collected under the hardship provisions under the organisation's client contributions policy;
- higher unit price for a period of time while standing up a service to cater to a new cultural group;
- higher unit price due to distances travelled to transport clients to the centre;
- additional supports provided directly to clients and their families to link them to other CALD or aged care-specific supports (e.g. facilitating a Dementia diagnosis);
- provision of active language programs for staff (e.g. to ensure services are inclusive for people of all cultural groups and languages).

3.2 Grant period

The maximum grant period is two years from 2020-21 to 2021-22 in accordance with the period of current CHSP funding agreements.

4. Eligibility criteria

Submitting an application for this grant opportunity does **not** guarantee funding.

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:

- a current CHSP provider;
- an approved provider of home care packages¹; or

¹ For definition see glossary

- a Registered National Disability Insurance Scheme (NDIS) provider.

As part of your application, you **should** provide at least one of the following:

- your organisation's aged care Approved Provider number;
- your organisation's CHSP Program Schedule ID (if applicable); and/or
- select "Yes" when asked in the application form if you are a registered provider of services under the National Disability Insurance Scheme (NDIS).

At least one form of identification from the above list is required.

Smaller organisations are encouraged to form consortia, with a lead organisation submitting the grant application (see section 7.2).

Refer to Section 5.2 Eligible Locations and Service Types.

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this funding opportunity if you do not meet the eligibility criteria listed in Section 4.1.

4.3 What qualifications, skills or checks are required?

You must ensure that any staff working on the grant activity complies with all requirements outlined in the grant agreement and is familiar with:

- the Commonwealth Home Support Programme Culturally and Linguistically Diverse (CALD) Respite Services 2020-22 Grant Opportunity Guidelines (this document);
- any supplementary conditions to the grant agreement;
- the schedule (including any annexures or attachments);
- the [CHSP Manual](#);
- any quality arrangements applicable to this grant activity; and
- other documents incorporated by reference into the above documents.

5. What the grant money can be used for

5.1 Eligible grant activities

Successful applicants must deliver CHSP services in accordance with the Commonwealth General Grant Conditions (CGGCs) and the [CHSP Manual](#). Applicants should be familiar with the service types funded under the CHSP, including the activities or sub-types under each, as described in the CHSP Manual. Please note, this grant opportunity is for the delivery of one service type only - Centre-based Respite.

Due to the ongoing COVID-19 pandemic, there may be situations in which successful applicants are required to temporarily cease or reduce centre based respite services to reduce the risk of transmission to workforce, volunteers and clients. Under these circumstances, applicants may temporarily re-allocate funding awarded through this funding opportunity to deliver flexible respite targeted at people from CALD background.

5.2 Eligible locations

Eligible services **must** be delivered in the related Aged Care Planning Regions as outlined in the table at [Appendix A](#) – Priority Table (TBC).

Where there are no, or an insufficient number of successful applicants, the department reserves the right to direct funding allocated for an ACPR to another ACPR.

5.3 Eligible expenditure

You can only spend grant funds on eligible grant activities as defined in your grant agreement.

You must incur the expenditure on your grant activities between the start date and end date of your grant agreement for it to be eligible. You can only spend the grant on eligible expenditure you have incurred on agreed project activities.

Eligible expenditure items include:

- costs directly related to the delivery of Centre Based Respite (as defined in 'Chapter 3 - Sub-Programs: Eligibility and Services' of the [CHSP Manual](#));
- costs directly related to the delivery of Flexible Respite (as defined in 'Chapter 3 – Sub-Programs: Eligibility and Services' of the [CHSP Manual](#)) in the event that Centre Based Respite services must be ceased or substantially reduced due to COVID-19;
- project establishment costs;
- purchase of assistive technologies (e.g. support and mobility aids etc);
- domestic transport and/or travel costs;
- catering related to a project/activity;
- guest speakers/facilitator/s;
- project management fees;
- administration fees;
- printed communication materials;
- information technology costs;
- phone and communication costs;
- installation costs relevant to the project/activity;
- rental on premises;
- purchase/hire of relevant equipment for project/activity;
- staff wages;
- volunteers expenses;
- stationery costs;
- postage costs;
- venue and equipment hire to deliver the project; and
- minor refurbishment works - in exceptional circumstances where required to improve client safety (such as the installation of a wheelchair ramp) and refurbishment or replacement of essential equipment, not already classed as an asset, for CHSP service delivery relevant to the funded activity. In these circumstances, approval for any modifications or refurbishment must be acquired from the property owners, if necessary, prior to applying for funding.

5.4 What the grant money cannot be used for

You cannot use the grant for the following activities:

- purchase of land;
- activities that could bring the Australian Government into disrepute;
- client accommodation expenses, as these are provided for within the social security system (note: Assistance with Care and Housing Sub-Programme services deliver assistance with accessing appropriate support);
- direct treatment for acute illness, including convalescent or post-acute care;
- medical aids, appliances and devices which are to be provided as a result of a medical diagnosis or surgical intervention and which would be covered under a Health Care system, such as oxygen tanks or continence pads;
- household items which are not related to the functional impairment (i.e. general household or furniture or appliances);
- items which are likely to cause harm to the participant or pose a risk to others;
- retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- overseas travel;
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility; and
- major capital expenditure (see paragraph below).

For the purpose of the CHSP, capital infrastructure is considered to be real property of a non-expendable nature, specifically buildings and land. CHSP funding must not be used for the acquisition of capital infrastructure.

We cannot provide a grant if you receive funding from another government source for the same purpose. You may apply for grants under any other Commonwealth program, but if your application/s are successful, you must choose either the CHSP grant or the other Commonwealth grant.

6. The assessment criteria

You must address all assessment criteria in the application form. We will assess your application based on the weighting given to each criterion. All criterion are equally weighted.

The amount of detail and supporting evidence you provide in your application response should be relative to the size, complexity and grant amount requested.

The application form includes word limits; these will be applied during the assessment process. Only text within the word limit will be considered during the assessment process.

We will only award funding to applications that are of good or excellent quality against all assessment criteria in line with the 5-Point numerical scoring scale (see Table 3).

Requests for “additional evidence” in the assessment criteria does not refer to additional attachments but greater detail in how you respond to each criterion.

Criterion 1: Service delivery and workforce capability

In no more than 600 words, describe how your organisation will deliver the services in the identified ACPRs in the application to CALD clients.

Applicants **must** include answers to the following questions in their response:

- Do you have strategies in place to recruit workforce from within the local community?
- What percentage of staff and/or volunteers providing support or in key administrative roles are bilingual/multilingual? _____%
- Does your organisation have a program in place to educate staff on key words from one or more languages?
- Do you have existing access to room facilities to deliver the centre-based respite services?

Strong applicants will:

- Demonstrate an understanding of:
 - service delivery principles, as outlined on pages 6–7 of the CHSP Manual
 - client needs in the area (including rights and responsibilities, and specific needs of your target cultural groups)
 - workforce requirements to deliver the services, including relevant qualifications (where applicable) and language capabilities.
- Demonstrate existing practices to provide, or adapt services to be, culturally appropriate.
- Demonstrate how the organisation actively engages with the local community, community organisations, and families to inform how culturally appropriate services are delivered and outline how this capability is built when seeking to provide services to new cultural groups.
- Outline the service delivery model and implementation strategy for the services, should the application be successful. For example, how you will expand centre-based respite services for new/existing CALD communities in new/currently funded areas, as applicable.

Criterion 2: Stakeholder Engagement

In no more than 250 words, describe how your organisation will create or expand links with other organisations, services, infrastructure and resources, including the Regional Assessment Services (RAS), CALD community groups and other specialist services, such as dementia supports. Strong applicants will:

- Demonstrate strong existing connections with local CALD organisations, services and community groups, and outline opportunities to build on or create new links with organisations.

Criterion 3: Efficient and Effective Use of Grant Funds

In no more than 250 words, describe how you will ensure the funding will result in the delivery of efficient and effective services. If the unit price is outside of the range of \$22-\$53 per output, please provide information explaining the reason for the higher or lower unit price. The unit price is expected to cover staff, activities and overhead costs associated with the delivery of 1 hour of centre-based respite, including the cost of room hire, use of vehicles, provision of meals, off-site activities etc.

Strong applicants will identify how the activities achieve high quality outcomes in a cost effective way.

You **must** complete and submit the table at Appendix A (TBC). In the table, you need to identify each Aged Care Planning Region you are requesting funding for and complete all required columns.

7. How to apply

Before applying, you must read and understand these guidelines and the online application form.

These documents can be found at [GrantConnect](#). Any alterations and addenda² will be amended and provided on GrantConnect. 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 online grant opportunity application form on [GrantConnect](#);
- provide all the information requested;
- address all eligibility criteria and assessment criteria;
- include all requested attachments; and
- submit your application/s through [GrantConnect](#) by 2:00pm Australian Eastern Daylight Time (AEDT) on TBC.

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 by email at aged_care_grant@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.

You cannot change your application after the closing date and 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.

We will acknowledge that we have received your application within three business days.

If you need further guidance around the application process or if you are unable to submit an application via email, please contact us at aged_care_grant@health.gov.au or by calling (02) 6289 5600.

² Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications and Frequently Asked Questions (FAQ) documents

7.1 Attachments to the application

You should only attach documents specifically requested as part of the application process. Any documents not specifically requested will not be assessed as part of your application.

As part of your application you **must** complete and attach the online application form Appendix A – Priority Table (TBC) as part of these guidelines.

The department may request the following documents as part of your application:

- an indicative budget; and
- A letter of support from each member when submitting an application as a consortia.

7.2 Joint (consortia) applications

Applications from consortia are encouraged. A consortium is two or more organisations who are working together to combine their capabilities when developing and delivering a grant activity.

If you are submitting a grant application on behalf of a consortium, you must appoint a 'lead organisation'. The lead organisation must be eligible to apply for funding. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. The lead organisation must complete the application form and identify all other members of the proposed consortium in the application.

The application must include a letter of support from each organisation involved in the grant. Each letter of support should include:

- an overview of how the consortium will work together to complete the grant activity;
- an outline of the relevant experience and/or expertise of the consortium members;
- the roles and responsibilities of consortium members and the resources they will contributed (if any);
- detail of a nominated management level contact officer; and
- details of the lead and partner organisations.

You must have a formal contractual arrangement in place with all parties prior to execution of the agreement.

Eligible organisations can form a consortia with ineligible organisations.

7.3 Timing of grant opportunity processes

You must submit an application between the published opening and closing dates. The department will normally only accept a late application if it is the direct result of mishandling by the department. In all other circumstances, in the interests of fairness, the department reserves the right not to accept late applications.

If you are successful, we expect you will be able to commence your activity from the date that the grant agreement is executed to 30 June 2022.

Table 3: Expected timing for this grant opportunity

Activity	Expected Timeframe
Open on GrantConnect	4 weeks
Assessment of applications	4-6 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and award of grant agreements	2-4 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of grant activity	TBC
End date of grant activity or agreement	30 June 2022

7.4 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 aged_care_grant@health.gov.au. The department will respond to emailed questions within three working days.

Questions close five 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.

Requests for clarification may form the basis of a response that will be posted on the [GrantConnect](#) website in Frequently Asked Questions document relating to this grant opportunity. Any questions will be de-identified. Registered applicants will be notified of updates to the documents via email from the [GrantConnect](#) website.

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

8. The grant selection process

This grant opportunity is a targeted competitive grant process. We will assess your application against the assessment criteria (see section 6 of this document).

8.1 Assessment of grant applications

We review your application against the eligibility criteria as outlined in Section 4 of these guidelines. We will then assess eligible applications against the assessment criteria (Section 6) using a 5-Point numerical scoring scale (Table 3). We consider your application on its merits and comparatively against other applications, based on:

- how well your application meets the criteria;
- how it compares to other applications; and
- whether your application provides value with relevant money.

Table 4: Assessment Criteria Scoring Matrix

Rating (for individual criterion)	Score
Excellent – response to this criterion, including all sub-criteria, exceeds expectations.	5

Good – response to this criterion addresses all or most sub-criteria to a higher than average standard.	4
Average – response against this criterion meets most sub-criteria to an average but acceptable level.	3
Poor – poor claims against this criterion, but may meet some sub-criteria.	2
Does not meet criterion at all – response to this criterion does not meet expectations or insufficient or no information to assess this criterion.	1

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;
- extent to which the geographic location of the application matches identified priorities;
- 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.

Using the assessment criteria and overall assessment of value with relevant money will be undertaken and may include such considerations as:

- the overall objective/s to be achieved in providing the grant;
- the relative value of the grant sought; and
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives of the program.

8.2 Who will assess applications?

The department will establish multiple Assessment Teams to assess eligible and compliant applications. Assessment Teams will comprise of staff from across the department and may include contractors who will undertake training to ensure consistency in assessment.

After applications are assessed, a selection of assessments, (dependent upon the overall number of applications received for this grant opportunity), will be randomly selected for quality assurance and all assessed applications rated 'good' or above will be referred to an Assessment Committee for further consideration. The Assessment Committee will comprise of staff from the Home Support and Assessment Branch, In Home Aged Care Division and from across the department with the appropriate mix of policy, program and delivery knowledge. The Assessment Committee will review assessed and ranked applications before making recommendations to the Decision Maker.

The Assessment Committee may seek information about you or your application. 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 or your application that is available through the normal course of business.

The Assessment Committee recommends to the Decision Maker which applications to approve for a grant.

8.3 Who will approve grants?

The Assistant Secretary, Home Support and Assessment Branch, In Home Aged Care Division, (Decision Maker) has been delegated authority over which grants to approve, taking into account the recommendations of the Assessment Committee and the availability of grant funding for the purposes of the grant program.

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

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

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. If you are successful, we will advise you of any specific conditions attached to the grant.

If you are unsuccessful, we will provide generic feedback on the outcome via the department's website and encourage you to apply for future grant opportunities.

10. Successful grant applications

10.1 The grant agreement

If you are successful, you must enter into a legally binding grant agreement with the Commonwealth represented by the Department of Health. 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 Department of Finance's [website](#). A sample grant agreement is available on [GrantConnect](#).

The department 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 grant activities until a grant agreement is executed.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the Program Delegate. We will identify these in the agreement.

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

Standard Grant Agreement

We will use a Commonwealth standard grant agreement.

You will have 30 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 How we pay the grant

The grant agreement will state the:

- maximum grant amount to be paid; and
- proportion of eligible expenditure covered by the grant (grant percentage).

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

Progress payments

We will make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the grant activity.

The first payment of funding to successful applicants will occur in accordance with the funding agreement. Funds made available under this grant opportunity must be expended in accordance with the grant agreement.

10.3 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. Social and Community Services (SACS) supplementation is not available on this grant opportunity.

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

You must submit reports in line with the grant agreement in order for the grant to be monitored. We will expect you to report on:

- progress against agreed milestones;
- contributions of participants directly related to the grant activity; and
- expenditure of grant funds.

12.1 Keeping us informed

You should let your Funding Arrangement Manager (FAM) know if anything is likely to affect your grant activity.

You will need to advise 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 your FAM 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 your FAM immediately.

You must notify the department of events relating to your grant and provide an opportunity for the Minister or their representative to attend.

12.2 Reporting

You must submit reports in line with the grant agreement. We will provide sample templates for these reports as appendices in the grant agreement. We will expect you to report on:

- progress against agreed grant activity milestones and outcomes;
- contributions of participants directly related to the grant activity or project/services; 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 (include evidence of expenditure); 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 your FAM as soon as you become aware of them.

Ad-hoc reports

We may ask you for ad-hoc reports on your grant. The department may request ad-hoc reports in order to seek updates on progress, any significant delays or difficulties in completing the grant activity.

Final report

When you complete the grant activity or project/services, 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 90 days of completion in the format provided in the grant agreement.

12.3 Financial declaration

We may ask you to provide a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

12.4 Grant agreement variations

We recognise that unexpected events may affect the progress of a project. In these circumstances, you may seek a variation in accordance with your grant agreement. Contact your FAM detailed in your grant agreement for further information.

The program does not allow for an increase to the agreed amount of grant funds.

A request to vary does not mean that the request will be successful. We will consider your request based on factors such as:

- how it affects the program outcome;
- consistency with the program policy objective and any relevant policies of the department;
- changes to milestone payments; and
- availability of program funds.

12.5 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.

12.6 Record keeping

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

12.7 Evaluation

We will evaluate the funded grant activity 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.

12.8 Acknowledgement

If you make a public statement about a grant activity funded under the program, we require you to acknowledge the grant by using the following:

‘This project received grant funding from the Australian Government.’

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.

The department may change these guidelines from time-to-time. 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 aged_care_grant@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:

1. 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;
2. 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
3. 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:

1. what personal information we collect;
2. why we collect your personal information; and
3. 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:

1. the committee and other Commonwealth employees and contractors to help us manage the program effectively;

2. employees and contractors of our department so we can research, assess, monitor and analyse our programs and activities;
3. employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery;
4. other Commonwealth, State, Territory or local government agencies in program reports and consultations;
5. the Auditor-General, Ombudsman or Privacy Commissioner;
6. the responsible Minister or Parliamentary Secretary; and
7. 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

14. Consultation

Consultation with Federation of Ethnic Communities' Councils of Australia, the Regional Assessment Service, Aged Care Assessment Teams, ACT CHSP service providers and the Community Grants Hub Funding Arrangement Managers.

Forecast

15. 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
approved Home Care Provider	An entity that is approved to provide home care services under the <i>Aged Care Act 1997</i>
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.
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
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.
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.

Term	Definition
grant	<p>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:</p> <ul style="list-style-type: none"> a. under which relevant money³ or other Consolidated Revenue Fund (CRF) money⁴ 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.
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

³ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁴ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
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.