



Australian Government

Department of Health and Aged Care

DRAFT

Commonwealth Home Support Programme (CHSP) Growth Funding 2024-25

Grant Opportunity Guidelines

GOXXXX

Opening date:	23 April 2024
Closing date and time:	2:00pm (Canberra time) on 5 June 2024
Commonwealth policy entity:	Department of Health and Aged Care (department)
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) 3 business days before the close date.
Type of grant opportunity:	Targeted Competitive

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1. Commonwealth Home Support Programme (CHSP) Growth Funding 2024-25 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's Outcome 3. The department 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 enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity 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) Growth Funding 2024-25 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 Commonwealth Home Support Programme (CHSP) grant program

The Commonwealth Home Support Programme (CHSP) provides small amounts of entry-level support to assist frail older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community for longer. The CHSP funds domestic assistance, transport, meals, personal care, home maintenance, social support, nursing, and allied health. The CHSP also supports care relationships through planned respite services for older people. These respite services allow carers to take a break from their usual caring responsibilities.

The CHSP contributes to Outcome 3: of the Health Portfolio Budget Statements for 2023-24 which is improved wellbeing for older Australians through targeted support, access to appropriate, high-quality care, and related information services.

CHSP services may be short-term, intermittent or ongoing and offer a range of flexible options. The program places a strong focus on activities that support independence and social connectedness while taking into account each person's individual goals and choices.

The objectives of the program 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 (or 50 years and over for Aboriginal and Torres Strait Islander people) through the direct service delivery of planned respite services to CHSP clients, which will allow carers to take a break from their usual caring duties.
- support frail older people or prematurely aged people 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people) on a low income who are living with hoarding behaviour or in a squalid environment and at risk of homelessness or unable to receive the aged care services they need through access

to CHSP services targeted at reducing the impact of homelessness or hoarding and squalor situations.

- 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.
- 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.
- provide flexible, timely services that are responsive to local needs.

The intended outcomes of the program are to ensure:

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

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

2.1 About the CHSP Growth Funding 2024-25 grant opportunity

There are provisions under the CHSP for the allocation of additional growth funding to address service delivery gaps and reduce wait times for frail, older people aged 65 years and over (or aged 50 years and over for Aboriginal and Torres Strait Islander people) needing access to certain services.

The CHSP Growth Funding 2024-25 grant opportunity (the grant opportunity) forms part of the extension of the CHSP program that was announced as part of the May 2023 Federal Budget. The grant opportunity will run from **1 October 2024** to 30 June 2025.

The grant opportunity is a targeted growth round with a \$100 million investment of funding in the 2024-25 financial year, to increase the availability Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services.

The allocation of Growth funding is based on meeting the targeted geographic and service type needs of eligible clients for CHSP services. Analysis of data related to service delivery gaps, wait times, existing funded providers across Aged Care Planning Regions, and direct

correspondence from older people unable to access the above service types has informed the priorities identified in this grant opportunity.

In addition, this grant opportunity seeks to attract new providers currently delivering other similar services that are focused on supporting the care economy, including those for aged care, Department of Veterans Affairs, and the National Disability Support Scheme. This supports cost effective service delivery across these programs where the pool of providers are from the same sector.

The grant opportunity targets the Domestic Assistance, Home Maintenance, Allied Health and Therapy, and Transport CHSP service types as outlined in Attachment A – Priority Table. The profile of the targeted growth priorities varies across Aged Care Planning Regions ([ACPR](#)) to address the local need and availability of services.

The objectives of the grant opportunity are to:

- increase the availability of, and reduce wait times for, high demand CHSP service types: Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport.
- allow high performing organisations in the aged care, veterans affairs and/or disability sector to receive new or additional funding under the CHSP to deliver Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services only;
- target funding allocation to specific [ACPRs](#) with identified gaps in service delivery; and
- increase funding for high demand CHSP service types.

The intended outcomes of the grant opportunity are:

- expand entry-level aged care services for older Australians through targeted growth funding to meet demonstrated need in accordance with the objectives of the CHSP; and
- encourage a competitive market to provide consumers with greater choice in entry level aged care services.

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

Table 1: Performance Indicator/s

Performance Indicator	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 outputs outlined in the Activity Work Plan have been completed as specified.

3. Grant amount and grant period

3.1 Grants available

A total of \$100 million (GST exclusive) is available, over 9 months in the 2024-25 financial year, for the CHSP Growth Funding 2024-25 grant opportunity. The grant opportunity will be open for applications between [23 April 2024 to 5 June 2024](#), with service delivery by successful applicants to commence from no earlier than [1 October 2024](#) to 30 June 2025.

The minimum annual grant amount is \$250,000(GST exclusive). The Department may award grant funding below this minimum annual grant amount, within the amount of available funds, subject to the number of applications received and assessed against the assessment criteria, as necessary to meet objectives of this grant opportunity.

The maximum grant amount should not exceed the amount of available funding outlined in Attachment A for each service type and [ACPR](#).

Table 2: Grant Opportunity Funding Available (GST exclusive)

2024-25 FY \$ M (GST exclusive)	Total \$ M (GST exclusive)	
100	100	

3.2 Grant period

The maximum grant period is 9 months in the 2024-25 financial year.

You must complete your grant by 30 June 2025.

Please note: The department is in the process of progressing arrangements to extend funding for CHSP providers from 1 July 2025 – 30 June 2027. Applicants who are successful in becoming CHSP providers through the CHSP Growth Funding 2024-25 Grant Opportunity would be eligible to apply for the 2025-27 extension arrangements, once available.

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 one of the following entity types:

- Indigenous Corporation (*registered under the Corporations (Aboriginal and /or Torres Strait Islander) Act 2006*)
- Company
- Corporate Commonwealth Entity
- Non-Corporate Commonwealth Statutory Authority
- Corporate State or Territory Entity
- Non-corporate State or Territory Entity
- Non-corporate State or Territory Statutory Authority
- Local Government
- Cooperative
- Incorporated Association
- Statutory Entity
- Partnership
- Unincorporated Association.

If you are applying as a Trustee on behalf of a Trust, the Trustee must have an eligible entity type as listed above.

4.1.1 Additional eligibility requirements

To be eligible you **must** be an existing Commonwealth funded provider of the following: Department of Health and Aged Care, Department of Veterans Affairs (DVA), and/or National Disability Insurance Scheme (NDIS).

As part of your application, you **must** provide at least one of the following, if you are:

- a CHSP provider (you will need to supply your organisation's CHSP Program Schedule ID);
- an approved provider of aged care services (ie residential aged care and/or Home Care Packages (you will need to supply your Approved Provider number); and/or
- a registered DVA, or NDIS provider select 'Yes' when asked in the application form. **Please note:** For DVA and / or NDIS providers, you **must** also provide (as attachments to your application, where applicable):
 - a copy of your current accreditation or registration against relevant DVA or NDIS standards (**NDIS:** Accreditation against [NDIS Practice Standards](#), if applicable. **DVA:** Health care providers standards set by the relevant professional regulatory and/or representative body, if applicable) **and**
 - a copy of your most recent performance report (where applicable).

If you are a current provider of more than one of the above current services, you **must provide the required documents** for at least one program from the above list in support of your application.

Applications from consortia are acceptable, providing there is a lead organisation that is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity as per the list above. Only the lead organisation can submit the application form and enter into a grant agreement with the Commonwealth. Eligible organisations can form a consortium with ineligible organisations, with the exception of those organisations deemed ineligible because they are included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

4.2 Who is not eligible to apply for a grant?

You are **not eligible** to apply for this grant opportunity if you:

- are not listed as an eligible organisation in section 4.1, and/or
- are 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?

If you are successful, and before any person in your organisation commences performing any work on the Activity that involves working or contact with a Vulnerable Person, you must:

- obtain a current Police Check for that person;
- confirm that the person is not prohibited by any law from being engaged in a capacity where they may have contact with a Vulnerable Person;
- comply with all State, Territory or Commonwealth laws relating the employment or engagement of persons in any capacity where they may have contact with a Vulnerable Person; and
- ensure that the person holds all licences or permits for the capacity in which they are to be engaged. They must ensure that Police Checks and any licences or permits obtained remain current for the duration of their involvement in the Activity.

The department recognises the Australian Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse, and the [Commonwealth Child Safe Framework](#). As such, the department expects that all grant recipients comply with all

Australian law relating to employing or engaging people who work or volunteer with children. This includes working with children checks and mandatory reporting; and the department may request an annual statement of compliance with this requirement. If successful, these details will be outlined in the grant agreement.

5. What the grant money can be used for

5.1 Eligible grant activities

Eligible grant activities must include:

- specified CHSP services (Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services only) found in Section 1.2.12 of the [CHSP Program Manual 2023-2024](#). This will increase the availability of these services and reduce wait times in specific [ACPRs](#) where there are gaps in delivery. It will also support the care and support economy by accessing workforce from other care and support services.

Successful applicants **must** deliver eligible CHSP services in accordance with the:

- Aged Care Quality Standards;
- Commonwealth General Grant Conditions,
- [CHSP Program Manual 2023-2024](#), and
- Commonwealth Home Support Programme (CHSP) Growth Funding 2024-25 Grant Opportunity Guidelines (this document).

Applicants should be familiar with the activities and service types funded under the CHSP as described in the [CHSP Program Manual 2023-2024](#).

Applicants should ensure they are aware of:

- the [consultations](#) on the implementation of the new Aged Care Act (as part of the reforms to address the recommendations resulting from the Royal Commission into Aged Care Quality and Safety).
- the associated changes under the proposed new Aged Care Act that require organisations to apply and be registered with the [Aged Care Quality and Safety Commission \(ACQSC\)](#) to deliver funded aged care services.

5.2 Eligible locations

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

Where there are no, or an insufficient number of successful applicants, the department reserves the right to direct funding allocated for an Eligible Location and/or Service Type to another Eligible Location and/or Service Type.

5.3 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred for eligible grant activities.

Eligible expenditure items include:

- the direct delivery of CHSP service types (Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services only), as referred to in the [CHSP Program Manual 2023-2024](#)
- purchase of assistive technologies
- domestic transport and/or travel costs

- venue and equipment hire to deliver the project/activity
- catering related to a project/activity
- guest speakers/facilitator/s
- project management fees
- administration fees
- printed communications materials
- information technology costs related to the delivery of services
- complete replacement/upgrade of IT systems but only in relation to the CHSP components where there are other programs being delivered there as well.
- phone and communication costs
- installation costs relevant to the project/activity
- rental on premises
- purchase/hire of relevant equipment for project/activity
- staff wages
- volunteer expenses
- stationary costs
- postage costs
- technicians
- minor refurbishment works – in exceptional circumstances where required to improve client safety (such as the installation of wheelchair ramps), 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.

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 end or completion date of 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 section 5.1.

You cannot use the grant for:

- delivery of service types and / or associated [ACPRs](#) that are not outlined in Attachment A – Priority Table
- purchase of land
- paying ransom for ransomware, cyber-attack or any other type of cybercrime
- wages/salaries that do not relate to the direct delivery of eligible CHSP service types under this grant opportunity (Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services)
- major capital expenditure, major construction/capital works
- 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
- overseas travel, and
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

6. The assessment criteria

You must address all of the following assessment criteria in the application.

All criteria have equal weighting.

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

The application form includes text limits.

We will only award funding to applications that score Good or above against all assessment criteria, in the first instance.

Assessment Criterion 1: Service delivery [750 word limit]

Describe how your organisation will deliver the services in the identified [ACPRs](#) in the application.

You must demonstrate this through:

- Your organisation's understanding of:
 - the service delivery principles, as outlined on pages 6-7 of the [CHSP Program Manual 2023-2024](#).
 - client needs in the area (including rights and responsibilities, and specific needs of your target cohort)
 - workforce requirements to deliver the services, including relevant qualifications (where applicable) and language capabilities.
- Outlining the service delivery model and implementation strategy for the services, should the application be successful. For example, how you will expand or develop services in new or currently funded areas, as applicable.
- Demonstrating existing practices to provide or adapt services to be appropriate to the needs of the individual.
- Demonstrating how the organisation actively engages with the local community, community organisations, and families to inform how services are delivered and outline how this capability is built when seeking to provide services to new groups of clients or in new regions.
- Outlining how the funding applied for will further support cost effective service delivery across similar services that your organisation already delivers across the care economy (aged care, Department of Veterans Affairs, and/or the National Disability Support Scheme).

Assessment Criterion 2: Stakeholder Engagement [750 word limit]

Describe how your organisation will cultivate or expand links with other service organisations, infrastructure and resources, including the Regional Assessment Services (RAS) and other relevant specialist services e.g. dementia supports.

You must demonstrate this through identifying:

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

Assessment Criterion 3: Efficient and Effective Use of Grant Funds [750 word limit]

Describe how you will ensure the funding will result in the delivery of efficient and effective services. You must demonstrate this by identifying how the activities achieve high quality outcomes in a cost-effective way, including:

- workforce readiness, outlining any required recruitment and/or training activities and the timeframe in which these activities could be completed to enable CHSP service delivery to commence; and / or
- any other factors that may be relevant in terms of service delivery models or delays to service delivery commencement; and
- if advised that your organisation was successful, what is the anticipated number of weeks, from notification of a successful outcome, by which your organisation would be effectively ready to commence delivering any approved CHSP services.

The CHSP National Unit Price Ranges for the 2024-25 financial year have been recently published on the department's website in the [Commonwealth Home Support Programme \(CHSP\) 2024–25 extension – Provider update fact sheet](#).

The unit price is expected to cover staff, activities and overhead costs associated with the delivery of one output of a CHSP service type, including the cost of utilities and rent, use of vehicles and equipment, provision of meals, off-site activities etc.

If the proposed unit price per output is outside of the range identified in the [fact sheet](#), please provide information explaining the reason for the higher or lower unit price (such as delivery in MMM 6 and 7 classification, as outlined in the [CHSP Program Manual 2023-2024](#)).

Please note: You **must** also submit **for each service type you are applying for** (as an attachment to your application, using the published template on GrantConnect), an activity workplan template that includes the [ACPR/s](#) in which you are applying to deliver the service type, the number of units you anticipate being able to deliver, the associated unit price and the total budget applied for. This document will be used as part of the assessment of this criterion.

7. How to apply

Before applying, you must read and understand all documents and information relating to this grant opportunity found on [GrantConnect](#). Any alterations and addenda¹ will be published on GrantConnect and by registering on this website, you will be automatically notified of any changes. GrantConnect is the authoritative source for grants information, however the department takes no responsibility if a registered user fails to become aware of any addendum notices or of other published material. Registered users are encouraged to regularly check GrantConnect for updates.

You can only submit one application for this grant opportunity. If more than one application is submitted, the application submitted latest, and within closing time and date, will progress to the next stage. To apply you must:

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) documents and Frequently Asked Questions (FAQ) documents.

- read all available documentation about the grant opportunity provided on GrantConnect
- complete the application form on GrantConnect
- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments, and
- submit your application by the closing date and time using the **Online Application Form** document on GrantConnect.

We will not provide application forms or accept application submissions for this grant opportunity by email.

If you need assistance with the application process or find an error in your application after submission but before the closing date and time, you should contact us via email Grant.ATM@health.gov.au. For technical assistance when submitting your application through GrantConnect please contact the GrantConnect Helpdesk:

Phone: 1300 484 145

Email: GrantConnect@finance.gov.au

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.

The department does not have to accept any additional information, or requests from you to correct your application after the closing time. If you find an error in your application after submitting it, you should contact us immediately at Grant.ATM@health.gov.au.

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

You should keep a copy of your application and any supporting documents. You will receive an automated email notification acknowledging the receipt of your application. If you do not receive a confirmation email within 48 hours, contact the department at Grant.ATM@health.gov.au.

7.1 Attachments to the application

All of the following documents must be attached to your application for it to be considered compliant and for it to proceed to assessment. Templates are provided on GrantConnect with the grant opportunity documents where applicable.

We require **all of** the following documents with your application:

- for applicants who are DVA, or NDIS providers **only** (do not currently deliver any aged care services) you **must** provide:
 - a copy of your current accreditation against relevant standards **and**
 - a copy of current service delivery agreement (or service delivery standards or similar) **and**
 - a copy of your most recent performance report, **and**
- **(for all applicants) for each service type you are applying for, you must attach the required activity workplan template** (published on GrantConnect – you may combine multiple activity work plans into one document if applying for more than one service

type) that includes the [ACPR/s](#) in which you are applying to deliver the service type, the number of units you anticipate being able to deliver, the associated unit price and the total budget applied for, **and**

- other information and documents as requested by the department to assist in the assessment of your application.

For applications made on behalf of a Trust, the application must be made in the name of the Trustee as listed in the Trust Deed. The applicant must be prepared to provide a copy of the Trust Deed as in force at the time the application is made if requested, and other information (including financial information) for both the Trust and the corporate Trustee.

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

You must attach supporting documentation to your application in line with the instructions provided within the application form. You should only attach requested documents. We will not consider information in attachments that we do not request.

7.2 Joint (consortium) applications

We recognise that some organisations may want to join as a group to deliver a grant activity. In these circumstances, you must appoint a lead organisation.

Only the lead organisation can submit the application and enter into a grant agreement with the department. The application must identify all other members of the proposed group. The lead organisation must have the authority to submit an application on behalf of the group. The grant agreement will outline the lead organisation's obligations with regard to the group members.

The lead organisation must fulfil the eligibility requirements, but it is not a requirement of other members of the group. This is with the exception of those organisations deemed ineligible because they are included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

If your application is successful, you must have a formal arrangement in place with all parties prior to execution of the agreement in the form of a letter of support.

The department will request copies of each letter of support prior to execution of the grant agreement.

Each letter of support should include:

- details of the partner organisation
- an overview of how the partner organisation will work with the lead organisation, and any other partner organisations in the group to successfully complete the grant activity
- an outline of the relevant experience and/or expertise the partner organisation will bring to the group
- the roles/responsibilities of the partner organisation and the resources they will contribute (if any)
- outline how partners will demonstrate to the lead organisation that they comply with all Australian law relating to employing or engaging people who work or volunteer with children, in line with the Commonwealth Child Safe Framework, and
- details of a nominated management level contact officer.

7.3 Timing of grant opportunity processes

You must submit an application between the published opening and closing dates (found on the front page of this document).

If you are successful, we expect you will be able to commence your grant activity from no earlier than **XX October 2024**.

Expected timing for this grant opportunity

Activity	Expected Timeframe
Open on GrantConnect	Up to 6 weeks
Assessment of applications	Up to 6 weeks after the grant closing date
Approval of outcomes of selection process	3 weeks after the assessment process is complete
Negotiations and award of grant agreements	Up to 4 weeks from the approval of outcomes of selection process
Notification to unsuccessful applicants	Up to 4 weeks from the approval of outcomes of selection process
Earliest start date of grant activity	1 October 2024
End date of grant activity or agreement	30 June 2025

Note: the above timeframes are indicative only and will depend on the number and quality of applications throughout the submission period. Missing/incorrect information within applications may cause delays during the assessment process.

7.3.1 Late applications

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

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

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

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

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

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

7.4 Questions during the application process

If you have questions relating to the 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 at 5.00pm (Canberra time) **five business days before the application period closes**. This allows a reasonable period for the department to respond with information that applicants can consider for their application. The department will continue to assist with technical related enquiries regarding the submission of applications beyond the question close deadline.

Requests for clarification may form the basis of a response that will be posted on the [GrantConnect](#) website in the Frequently Asked Questions document relating to this grant opportunity. All 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

8.1 Assessment of grant applications

We first review your application against the eligibility criteria in section 4.

We will then assess your application against the assessment criteria (see section 6). We consider your application on its merits and against other applications, based on:

- how well it meets the criteria
- how it compares to other applications, and
- whether it provides value with relevant money.²

We will rate your application using the Assessment Criteria Scoring Matrix.

Table 3: 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

² See Glossary for the definition of 'relevant money'.

A score out of 5 will be applied to each of the assessment criteria. A total of 15 is the highest score any application can receive.

Only applications that score good or above against each of the 3 assessment criteria (based on the above rating scale) will be considered for funding, in the first instance.

When assessing the extent to which the application represents value with money³, we will have regard to:

- the overall objective/s to be achieved in providing the grant
- the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives
- the relative value of the grant sought
- the extent to which the geographic location of the application matches identified priorities, and
- how the grant activities will target groups or individuals.

8.2 Who will assess applications?

The department will establish an assessment team to assess eligible and compliant applications. The assessment team may comprise of staff from across the department and could include contractors/consultants who will undertake training to ensure consistency in assessment. Any contractors who are not Commonwealth Officials involved in undertaking assessment of applications for this Grant Opportunity will be required/expected to perform their duties in accordance with the CGRGs

After applications are assessed, they will be quality assured and referred to an assessment committee for further consideration, including value with money. The assessment committee will be made up of staff within the Home Support Operations Branch in the department and may include representatives from other areas of the department and from outside of the department, as appropriate.

The committee may seek additional 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 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 of the Department of Health and Aged Care's Home Support Operations Branch (the Decision Maker) 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
- 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.

³ See Glossary for the definition of 'value with money'.

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 give you an opportunity to receive feedback. A request for individual feedback should be made to the department within 21 days of being notified of the outcome by responding to the outcome email. We will respond to your request for feedback in writing within 14 days.

10. Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We use the whole-of-government grant agreement templates in this program and will select the most appropriate depending on the size and complexity of your grant activities.

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.

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

The Commonwealth may recover grant funds if there is a breach of the 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 these details to ensure they do not impact on the grant as approved by the Decision Maker.

10.2 Specific legislation, policies and industry standards

Whilst you are required to be compliant with all relevant laws and regulations, you will be requested to demonstrate compliance with the following standards:

- Aged Care Quality and Safety Standards

You must declare you can meet these requirements in your grant agreement with the Commonwealth.

10.2.1 The Multicultural Access and Equity Policy

The Australian Government's [Multicultural Access and Equity Policy](#) obliges Australian Government agencies to ensure their policies, programs and services - including those provided by contractors and service delivery partners – are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds.

Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of

professional translating or interpreting services in order to communicate with clients who have limited English proficiency.

10.2.2 Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the [Commonwealth Child Safe Framework \(CCSF\)](#).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause will be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children, and/or
- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement or notified to the successful applicant prior to execution of the grant agreement.

Irrespective of the child safety obligations in the grant agreement, you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

10.2.3 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 came 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
- Define grant activity deliverables
- Provide Schedule payments
- Specify reporting requirements
- Specify acquittal procedures.

We will make payments monthly in arrears. Payments will be made at the end of the month and are subject to satisfactory progress against key milestones in your Activity Work Plan and provision of performance reports as identified in your grant agreement.

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

10.4 Grants Payments and GST

Payments will be GST Exclusive. 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 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.

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

COVID-19

As a result of COVID-19, organisations may need to identify alternative methods of grant activities/service delivery. The department will support flexibility in the delivery of planned activities/services to enable contracted organisations to adapt to the changing environment. The department will be considered in its approach to reporting over this time and be flexible in reporting requirements under the terms of the Schedule.

12.2 Reporting

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

- Progress against agreed grant activity milestones and outcomes;
- Contribution 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.

12.3 Financial reporting

We will ask you to report on the expenditure of the grant using a financial declaration and/or an income and expenditure statement and/or an audited income and expenditure statement.

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 your Community Grants Hub Funding Arrangement Manager (FAM).

Your request will be considered based on provisions in the grant agreement and the likely impact on achieving outcomes.

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.

A providers performance reporting may also result in a variation.

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 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.

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.

These guidelines may be amended periodically by the department. When this happens, the revised guidelines will be published on GrantConnect.

13.1 Enquiries and feedback

The department's [Complaint Handling Process](#) applies 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: [Home - 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, an 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, and
- 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* (the Act) 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, your employees, agents or subcontractors to give a written undertaking relating to non-disclosure 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/or
- 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 documents held by Australian Government entities. Under the FOI Act, members of the public can seek

access to documents held by the Australian Government. Access may be refused if a document contains “exempt” material, such as commercially valuable information or the personal or business information of a third party.

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 and Aged Care
GPO Box 9848
CANBERRA ACT 2601

By email: foi@health.gov.au

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
commencement date	the expected start date for the grant activity
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
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
<i>Commonwealth Grants Rules and Guidelines 2017 (CGRGs)</i>	establish the Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. The CGRGs contain the key legislative and policy requirements and explain the better practice principles of grants administration

Term	Definition
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
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 money⁴ or other Consolidated Revenue Fund (CRF) money⁵ 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

⁴ Relevant money is defined in the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), chapter 1, section 8 Dictionary.

⁵ 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 / grant recipient	the individual/organisation which has been selected to receive a grant
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 came into effect on 1 January 2021.
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.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act)	the PGPA Act establishes a system of governance and accountability for public resources with an emphasis on planning, performance and reporting. It applies to all Commonwealth entities and Commonwealth companies.
relevant money	<ul style="list-style-type: none"> a. money standing to the credit of any bank account of the Commonwealth or a corporate Commonwealth entity; or b. money that is held by the Commonwealth of a corporate Commonwealth entity.
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.

Term	Definition
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.

DRAFT