



Australian Government

Department of Health and Aged Care

Aged Care Wages – Historical Leave Liability Grant Opportunity Frequently Asked Questions (FAQs) GOXXXX

Commonwealth policy entity:	Department of Health and Aged Care (department)
Enquiries:	<p>If you have any questions, contact the department via email: Grant.ATM@health.gov.au</p> <p>Questions should be sent no later than 5:00pm (Canberra time) 5 business days before the close date.</p>
Version:	Version [#] ¹

¹ Additional FAQs and edits have/will be highlighted in green throughout the document.

Contents

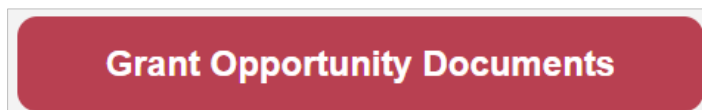
1. General Questions	4
1.1 How do I access the documents for this grant opportunity?	4
1.2 What type of process is this grant opportunity?	4
1.3 How do I submit an application for this grant opportunity?	4
1.4 Will late applications be accepted?	4
1.5 How can I withdraw an application I have already submitted?	5
2. Funding Questions	5
2.1 How much can I apply for?	5
2.2 What if I don't spend all the funding?	6
2.3 What can the grant funding be used for?	6
2.4 What can't I use the grant funding for?	6
2.5 If successful, when will I receive a grant payment?	6
2.6 Are there any GST or income tax-related issues involved in receiving funding?	6
3. Application Questions	6
3.1 Where can I find my organisation ID?	6
3.2 How can I update my organisation's details?	7
3.3 Can I get assistance in completing my application?	7
3.4 Can I print a PDF/ Microsoft Word version of the application form?	7
3.5 What do I enter as the 'Service Area Type' details in this section of the application form? ..	7
4. Assessment Process	8
4.1 What is the assessment considering?	8
4.2 How will organisations be advised of the outcome?	8
5. Eligibility Questions	9
5.1 Who is eligible to apply?	9
6. Technical Application Form/Submission Questions	9
6.1 When should I aim to submit my application after I have answered all the required questions?	9
6.2 I can't see all the words in my text box, will it save?	10
6.3 What happens if I am unable to continue to the next tab/page/submit the form?	10
6.4 I cannot return to my draft application form, what can I do?	10
6.5 What do I enter as the 'Provide a short title of your application for this Project/Activity' section of the application?	10
6.6 What do I enter as the 'Provide a brief description of your project or the services to be delivered and how it will contribute to the objectives outlined in the Grant Opportunity Guidelines.' section of the application?	10
6.7 What amount should I enter in the 'financials' tab in the application form for the question "Provide a breakdown of the requested grant funding for the previously selected service area/s"?	11
6.8 What can I do if I have submitted my application but not received any email confirmation?	11
6.9 Can I change my application after I have submitted?	11

6.10	How do I upload multiple documents where there is a one file limit for the question?	12
6.11	What do you mean by a payroll report or extract?	12
6.12	I have multiple financial reports / payroll extracts to attach as evidence of my eligible employees with historical leave liabilities. How do I upload these attachments without exceeding the attachment size limit or number of allowable attachments?	12
6.13	You have asked for a website link to an Enterprise Agreement (EA), for employees that are covered by an EA. Our EA is not published on a website. What should I do?	13
6.14	I am trying to upload an attachment however I am receiving an error message. How do I resolve the issue?	13
6.15	Is there a file size limit for attachments?	13
7.	Fair Work Commission Aged Care Work Value Case Historical Leave Liability Grant specific questions	13
7.1	I am an aged care worker employed under the eligible awards. Can I apply for the increased leave liabilities myself?	13
7.2	Do I need to apply separately for each aged care program type?.....	13
7.3	Why can I only apply for 50 per cent of the cost of the increased leave liabilities?.....	13
7.4	Why are State Government funded / operated Multi-purpose Program not eligible to apply for this grant?	14
7.5	What do I do if the increased cost of the historical leave liabilities for the workers in my claim are not reflected on my 2023-24 Q1 QFR?	14
7.6	What Long Service Leave is eligible for funding?	14
7.7	Are on-costs associated with the leave covered? For example, superannuation to be paid during the period of leave	14

1. General Questions

1.1 How do I access the documents for this grant opportunity?

In order to access the grant opportunity documents, you will need to register on [GrantConnect](#), if you have not already done so. Please use the red **Grant Opportunity Documents** button (on the left-hand side of the page) to access grant opportunity documents.



Where you have registered for GrantConnect and you still cannot access the system, please contact the GrantConnect Help Desk:

- Phone: 1300 484 145
- Email: GrantConnect@finance.gov.au

1.2 What type of process is this grant opportunity?

This grant opportunity is a demand driven selection process. This means that the grant opportunity is open to all organisations who meet the eligibility criteria outlined in Section 4 of the Grant Opportunity Guidelines.

The grant opportunity will be administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

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

Please refer to Section 6: *How to Apply* in the Grant Opportunity Guidelines. Detailed information on the application process is available on [GrantConnect](#). This includes specific instructions on how to submit your application for this grant opportunity and upload attachments. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on GrantConnect.

1.4 Will late applications be accepted?

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
- 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.

1.5 How can I withdraw an application I have already submitted?

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

- Brief reason for the withdrawal
- Name of your organisation
- Submission reference number (located at the top right-hand corner of the application form page)
- Name of the grant opportunity and GO ID (e.g. GO1234).

If, after applying:

- you become aware that the information submitted is incorrect, you **must** notify the department in writing, **within 48 hours** of submission and formally request to withdraw this application. You may then submit a new application with the correct information **while the Grant Opportunity is open**. Once the Grant Opportunity is closed you are not able to withdraw and submit a new application

Please ensure the email is sent from the authorised contact listed on the application form.

2. Funding Questions

2.1 How much can I apply for?

Please refer to Section 3.1 of the Grant Opportunity Guidelines as this outlines the amount available for this grant opportunity.

The maximum funding that can be applied for is equivalent to 50 per cent of the cost of increased leave liabilities in the 2023-24 financial year across all aged care program types your organisation provides, which are due to the Fair Work Commission's (FWC) decision concerning the 15% increase to wages for many aged care workers.

Applicants should only include actual wage costs in the application. On-costs should not be included in the funding requested. Subcontracted staff should not be included in the funding requested.

Funding requested should be calculated as follows, for each program type:

1. Identify all eligible employees that have had their wages increased as a result of the Government's \$11.3 billion funding of the FWC's decision.
2. For each employee, determine the value (cost) of their eligible leave entitlements (long service leave, recreation leave (also known as annual leave) and personal leave (also known as sick leave) as at 29 June 2023 **and on or after** 30 June 2023 (the date on which the aged care wage increase took effect).
3. For each employee, determine the cost to increase their leave entitlements to the new higher rate.
4. You may apply for 50 per cent of the total cost for all eligible employees as determined through the above steps for each program type. The total amount of funding applied for should be the cumulative total of steps 1 - 4 across all program types.

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

The department identifies the reason for under-expenditure of grant funds before determining how it is managed. Under-expenditure is managed under the terms of the grant agreement and options include varying the agreement, reducing or withholding payments or recovering the underspend as a debt.

2.3 What can the grant funding be used for?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 5.1: *What the grant money can be used for*.

2.4 What can't I use the grant funding for?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 5.12 *What grant money cannot be used for*.

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

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

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 9: *Successful applications*.

2.6 Are there any GST or income tax-related issues involved in receiving funding?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 9.3 *Grants Payments and GST*.

The department is unable to provide taxation advice to you or your organisation.

3. Application Questions

3.1 Where can I find my organisation ID?

If you are an existing grant recipient, your organisation's ID can be found on your current Grant Agreement with the department. The organisation ID is located in the top right-hand corner on the grant details page of your Grant Agreement (usually page 4, see screen shot below). The organisation ID is in the format of a combination of numbers, hyphens and letters, e.g. 1-AAAAAAA (where "1" represents a number and "A" represents a letter or a number).

Grant Details

Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBBB
Schedule ID:	1-CCCCCCC

A. Purpose of the Grant

If you do not have access to the Grant Agreement, your Organisation ID can be found on any Recipient Created Tax Invoice (RCTI) provided to you by the department. For example, it will list a vendor number as FO1-1J3-29. When inputting the organisation ID to your application, please remove the FO reference, just use the ID, e.g. 1-1J3-29.

3.2 How can I update my organisation's details?

Please contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for this information.

3.3 Can I get assistance in completing my application?

No, for consistency, fairness and probity reasons the department cannot assist, comment or give additional guidance to a potential applicant on how to complete an application form (including advice on whether you meet the eligibility criteria). Applicants must refer to the Grant Opportunity Guidelines (addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

However, if you are experiencing technical issues (e.g. unable to access the online application form) please send an email to Grant.ATM@health.gov.au and include any screenshots of error messages (if applicable).

3.4 Can I print a PDF/ Microsoft Word version of the application form?

No, the department does not provide an application template as part of our suite of documents.

The only way to view the application is by opening a new application form and working your way through. You can enter “dummy” answers to proceed through to the end of the form. You can then save this dummy application (without submitting) and change your answer at a later date (prior to the closing date and time of the grant opportunity).

There is no “PRINT” function in the application form. When an application form is submitted you will receive a Form Receipt email which specifies the submission reference, date and time and includes the attached pdf application form. This is the only proof of submission, and it is the responsibility of the applicant to ensure that this email has been received and that it is accessible within their organisation.

The department is unable to provide a copy of the application to you if you have deleted or lost the Form Receipt email.

3.5 What do I enter as the ‘Service Area Type’ details in this section of the application form?

The service area type field indicates the service areas relevant to the grant opportunity.

The online application form has been designed to only provide one option for you to select.

For the Service Area drop down, **select ‘Australia 2016’**.

For the ‘Available Service Area’, **select ‘Australia’**.

In which service area/s is the Applicant proposing to deliver the Project/Activity? *

Instructions:

- The Service Area Type field below indicates the service areas relevant to this grant opportunity.
- If applicable, choose the relevant state/territory to view the available service areas.
- Tick the applicable service area/s where you are proposing to deliver this project/activity.
- Untick the selected service area/s to remove selection.

IMPORTANT NOTE:

You may only select 40 service areas per form. If you wish to apply for more services areas, a separate form/s will need to be completed.

Service Area Type

Australia 2016

Available service area/s	Selected service area/s *
<input checked="" type="checkbox"/> Australia	<input checked="" type="checkbox"/> Australia

4. Assessment Process

4.1 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 6: *How to apply* and Section 7: *The grant selection process*.

We consider your application based on:

- how well it meets the eligibility criteria
- the extent to which the information provided in the supporting financial documentation (including Quarterly Financial Report / payroll reports and Enterprise Agreements) demonstrates eligible employees whose wages have increased as a result of the FWC's decision with accumulated leave liabilities as at 29 June 2023 and on or after 30 June 2023.

To determine the eligible amount of funding, department will use the information provided in your online application form and supporting evidence.

If required, the Department may also request a copy of your detailed workings to clarify the amount of funding requested in your application.

4.2 How will organisations be advised of the outcome?

The department will advise the outcome of the grant opportunity via email, to the primary contact listed in the application form.

Successful applicant's grants will be listed on the GrantConnect website 21 calendar days after the date of effect, as required by Section 5.3 of the CGRGs.

If you are unsuccessful, we will notify you in writing and give you an opportunity to receive feedback. A request for feedback must be made to the department, **within 5 business days** of being notified of the outcome, by responding to the outcome email. The department will respond to your request for feedback in writing **within 10 business days** of receipt of your request. Please refer to Section 9: *Notification of application outcomes* in the Grant Opportunity Guidelines for information about how you will be notified of the outcome of your application.

If, after applying, your original application is found to be ineligible; you may be able to submit a new application **while the Grant Opportunity is open**. You should include new or more information to address the weaknesses that prevented your previous application from being successful. If a new application is substantially the same as a previous ineligible or unsuccessful application, we can refuse to consider it.

Once the grant opportunity has closed for applications, **no new applications will be accepted**. If the department advises you, **after the Grant Opportunity has closed**, that your application is ineligible, you will not be able to re-apply.

Please refer to Section 6.2: *Timing of grant opportunity processes* in the Grant Opportunity Guidelines for timeframes of announcements.

5. Eligibility Questions

5.1 Who is eligible to apply?

Refer to Section 4.1 of the Grant Opportunity Guidelines for further details regarding eligibility.

For consistency, fairness and probity reasons, the department cannot give additional guidance to a potential applicant or advise if they are eligible to apply for grant funding. Applicants must refer to the Grant Opportunity Guidelines and other published information for this grant (e.g. addendums, additional frequently asked questions) and determine whether you or your organisation satisfies the eligibility criteria.

All applications undergo a compliance and eligibility check. If your application does not meet the eligibility criteria it will not progress to the next stage of assessment for grant funding.

If you are a Department of Veterans' Affairs (DVA) provider for either the Veterans' Home Care or Community Nursing programs and are not a registered Aged Care provider, funding for leave liabilities will be managed separately by DVA.

If you believe you should be eligible, but you do not meet the eligibility criteria, please email Grant.ATM@health.gov.au and provide an explanation as to why you believe you should be eligible for this grant opportunity.

6. Technical Application Form/Submission Questions

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

Please ensure you have completed the below steps before completing your online application form, as this information will be required throughout the application form:

- have undertaken your calculations, across all aged care program types your organisation provides prior to completing your application
- have the required supporting evidence (proof of entity type, financial report or payroll system extract and / or Enterprise Agreement website link, where required) to include in your application form.

To avoid any submission issues, we recommend that you submit your application at the latest 3 hours **before** the closing date and time. This should allow sufficient time to address any errors that you may notice in your application after submission.

Submitting early will allow you to resolve any technical issues that you may experience during the submission of your application (any internet outages, system/submission error notifications) and you will be able to contact Grant.ATM@health.gov.au with time to receive assistance to ensure your application is submitted on time.

6.2 I can't see all the words in my text box, will it save?

This issue may be due to copying and pasting text from a document into the application form. If this happens, please check that you are within the character limit of the text box and remove all text formatting (do this by copying and pasting the text into Microsoft Notepad first and then into the application form).

6.3 What happens if I am unable to continue to the next tab/page/submit the form?

If you are unable to continue to the next page/submit your application, the form will take you to a red error message at the top of the page and ask you to resolve the following issue/s before proceeding. The form will not allow you to submit where validation errors exist. If you click on the error message it will take you directly to the question with the issue.

If you have addressed all the validation errors and you are still unable to submit the form, please provide a screen shot of the error(s) and send to Grant.ATM@health.gov.au.

6.4 I cannot return to my draft application form, what can I do?

If you have not submitted your application form and can no longer access the information, the grant opportunity has either closed or there may have been issues with your internet connection. The department has no record of your draft application and cannot retrieve any of your draft information.

Your application form will be accessible for 60 days from the last date accessed or the close date/time of the round, whichever date is earliest. After the 60-day time period has passed the form shuts down and is no longer available for amendments or submission (data cannot be retrieved once this time period has lapsed). You will need to submit a new application if the grant opportunity is still open.

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

6.5 What do I enter as the 'Provide a short title of your application for this Project/Activity' section of the application?

The text you enter here will be the title of your grant agreement. Please make sure this title is meaningful and easily recognisable for you. For example, including the name of the Grant Opportunity and name of the provider you are applying for.

6.6 What do I enter as the 'Provide a brief description of your project or the services to be delivered and how it will contribute to the objectives outlined in the Grant Opportunity Guidelines.' section of the application?

This section is to provide a brief summary of your application and intended outcomes for this Grant Opportunity. An example of this would be "To enable (insert provider name) to meet

the costs of paying increasing leave liabilities to eligible staff as a result of the FWC decision.”

6.7 What amount should I enter in the ‘financials’ tab in the application form for the question “Provide a breakdown of the requested grant funding for the previously selected service area/s”?

Refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 3: *Grant amount and grant period*.

Funding requested should be calculated as follows, for each program type:

1. Identify all eligible employees that have had their wages increased as a result of the Government’s \$11.3 billion funding of the FWC’s decision.
2. For each employee, determine the value (cost) of their eligible leave entitlements:
 - a. long service leave, recreation leave (also known as annual leave); and
 - b. personal leave (also known as sick leave)
3. Eligible leave liabilities should be determined as at 29 June 2023 **and on or after** 30 June 2023 (the date on which the aged care wage increase took effect).
4. For each employee, determine the cost to increase their leave entitlements to the new higher rate.
5. You may apply for 50 per cent of the total cost for all eligible employees as determined through the above steps for each program type. The total amount of funding applied for should be the cumulative total of steps 1 - 4 across all program types.

The amount of funding applied for in the ‘financials’ tab must match the total amount of funding you are applying for (inclusive of all aged care program types your organisation provides).

6.8 What can I do if I have submitted my application but not received any email confirmation?

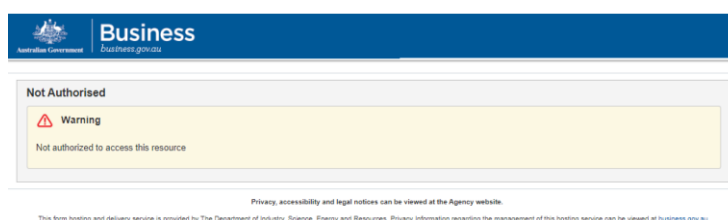
After submission, the Form Receipt email can take up to 30 minutes to arrive in the nominated inbox. If you have not received a Form Receipt email after 24 hours, please email Grant.ATM@health.gov.au and the department will investigate the issue.

If your application was not received prior to the close date and time you may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The assessment committee Chair or their appointed representative will then determine whether an extension will be granted.

6.9 Can I change my application after I have submitted?

6.9.1 Before close date and time

After you submit your application, you are not able to re-access your form to make further edits. If you try and open your form using the Form Opened email you receive each time you re-access it (prior to submission) you will receive the below error message.



If you wish to make any changes to the form after you have submitted it, you will have to complete a new form (additional information cannot be provided via email). You must also contact Grant.ATM@health.gov.au immediately to withdraw the previous application that you have identified as incomplete or requiring updating.

6.9.2 After close date and time

Please refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 6: *How to Apply*.

'If you find an error in your application after submitting it, you should contact us immediately on 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.'

If required, the department will contact you directly to clarify or ask for additional information to assess the application in accordance with the Grant Opportunity Guidelines.

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

You can only upload one attachment to each attachment question within the form. If applicable, applicants should combine multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information in attachments should be relevant and concise as possible.

6.11 What do you mean by a payroll report or extract?

The purpose of this report / extract is to demonstrate:

- the number of staff who have had their wage increase as a result of the FWC's decision of a 15 per cent wage increase
- their eligible accumulated leave liabilities on 29 June 2023, and
- their eligible accumulated leave liabilities on the date the increase took effect for your workers (i.e., the first full pay period on or after 30 June 2023).

If you are providing a payroll report, please only provide a high-level report (extract) from your payroll system that clearly identifies the above. **Please do not submit a full pay run / payroll report or payslips.** The report should not include any personal information (such as names or personal details of workers).

6.12 I have multiple financial reports / payroll extracts to attach as evidence of my eligible employees with historical leave liabilities. How do I upload these attachments without exceeding the attachment size limit or number of allowable attachments?

You may wish to consider combining multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information in attachments should be as relevant and concise as possible. If you combine multiple documents into one document, please ensure the information for each program type is clearly labelled so that the department can easily identify which sections of a combined document relate to the relevant program types listed in your application form.

6.13 You have asked for a website link to an Enterprise Agreement (EA), for employees that are covered by an EA. Our EA is not published on a website. What should I do?

If you are unable to provide a link to an EA, you will need to upload a copy of the EA as an attachment to your application.

6.14 I am trying to upload an attachment however I am receiving an error message. How do I resolve the issue?

The file you are attempting to load may contain either unacceptable special characters or an invalid file extension. Acceptable characters are all alpha and numeric characters, full stops, single hyphens, and spaces. Please rename the file and try again.

There may also be a document attached in the application with the same file name. You cannot upload two documents within the form with the same file name. Please rename the file and try again.

6.15 Is there a file size limit for attachments?

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

If your attachment file sizes exceed 2MB, we recommend not to copy and paste data into spreadsheets as this may include unseen characters and add size to the file. We suggest you monitor the attachment size as you enter the data to ensure the file size does not exceed 2MB. If you are unable to limit the size of your documents, please contact

Grant.ATM@health.gov.au for further advice and assistance.

7. Aged Care Wages – Historical Leave Liability grant specific questions

7.1 I am an aged care worker employed under the eligible awards. Can I apply for the increased leave liabilities myself?

No, this Grant Opportunity is only open to aged care service providers, as outlined in Section 4.1. (Who is eligible to apply) of the Grant Opportunity Guidelines.

Individual aged care workers are not able to apply for this grant opportunity.

7.2 Do I need to apply separately for each aged care program type?

No. You can only submit one application per provider for this grant opportunity across all aged care program types your organisation provides, for which you have employees with increased eligible leave liabilities directly attributable to implementing the FWC's decision.

Please see the following sections of the Grant Opportunity Guidelines for more information:

- Section 3 (Grant amount and grant period); and
- Section 6 (How to apply).

7.3 Why can I only apply for 50 per cent of the cost of the increased leave liabilities?

As there is an interaction between what this Grant is funding and existing funding mechanisms across each of the aged care programs, funding to cover the entire amount of

the liability is not required. As workers take leave at different times and usually not all at once, there is no immediate cashflow impact to providers on the full balance of the liability.

7.4 Why are State Government funded / operated Multi-purpose Program not eligible to apply for this grant?

Only providers that received Commonwealth Government funding from 1 July 2023 for the aged care wage increase are eligible to apply for this Grant. The wage increase extended to only non-government providers of aged care Multi-Purpose Services.

7.5 What do I do if the increased cost of the historical leave liabilities for the workers in my claim are not reflected on my 2023-24 Q1 QFR?

Some residential and aged care providers may have chosen to recognise the impact of the increased leave liability in the April to June 2023 Quarterly Financial Report. The online application form asks providers to identify which quarter the increased liability has been recognised in on their Quarterly Financial Reporting.

7.6 What Long Service Leave is eligible for funding?

Eligible long service leave is that which is payable as at 30 June 2023. In other words, where an employee accrues long service leave over a period of time, it is only that which is payable, rather than accrued, at 30 June 2023.

7.7 Are on-costs associated with the leave covered? For example, superannuation to be paid during the period of leave

The Australian Government's \$11.3 billion investment in higher aged care wages included funding for wages and on-costs. This grant opportunity will support providers for the increased liabilities for accrued leave as a result of the FWC's decision. This does not include on-costs on the leave liability.