Mental Health Program
National Mental Health Carer, Family and Kin Peak Body
Frequently Asked Questions (FAQs)
GOXXXX

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Commonwealth policy entity:	Department of Health and Aged Care (department)
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) 5 business days before the close date.**
Version:	Version 1

DRAFT

Contents

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.

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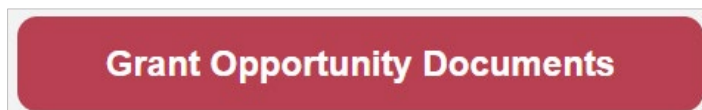
Where you have registered for GrantConnect and you still cannot access the system, please contact the GrantConnect Help Desk:

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

1.2 What type of process is this grant opportunity?

This grant opportunity is an open competitive 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 7: *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.

A maximum of five (5) separate files can be submitted at one time. If you have more than five (5) separate files, they can be 'zipped' together. The department will not provide instruction to applicants on how to do this.

For technical assistance when submitting your application form and any attachments through GrantConnect please contact the GrantConnect Helpdesk:

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

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
- Receipt number (located on your confirmation of submission email received from GrantConnect)
- Name of the grant opportunity and GO ID (e.g. GO1234).

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 of the Grant Opportunity Guidelines as this outlines the amount available for this grant opportunity.

The Australian Government has announced a total of $7,510,000 from 2023-24 to 2025-26 for establishing two new independent national mental health peak bodies. For this grant opportunity for the National Mental Health Carer, Family and Kin Peak Body, up to $3,755,000 (GST exclusive) is available as part of the *Mental Health Sector and Lived Experience Leadership* 2023-24 Budget measure.

There is only one available grant opportunity that will run from execution to 30 June 2026.

2.1.1.1 Grant Opportunity Funding Available (GST exclusive)

2023-24 FY $ M	2024-25 FY $ M	2025-26 FY $ M	Total $ M
0.971	1.38	1.404	**3.755**

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: *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 5.4: *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.

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 10.4: *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-BBBBBBB
	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 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 your 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.

4. Assessment Process

4.1 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 6: *The assessment criteria*, Section 7: *How to apply* and Section 8: *The grant selection process*.

4.2 How will organisations be advised of the final outcome?

The department will advise the outcome of the grant opportunity, via email, to the primary contact listed in the application form. Please refer to Section 7.3: *Timing of grant opportunity processes* in the Grant Opportunity Guidelines for timeframes of announcements.

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.

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 made to the department within 10 days of being notified of the outcome by responding to the outcome email by emailing livedexperience@health.gov.au.

5. Eligibility Questions

5.1 Who is eligible to apply?

Refer to Section 4 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 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 Submission Questions

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

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

After submission, the confirmation of submission email from GrantConnect can take up to 30 minutes to arrive in the nominated inbox. If you have not received a confirmation of submission email after 24 hours, please contact the GrantConnect helpdesk:

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

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.

6.3 Can I change my application after I have submitted?

6.3.1 Before close date and time

After you have submitted your application, you are not able to re-access your submission to make further edits.

If you wish to make any changes to the application after you have submitted it, you will have to resubmit (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.

6.3.2 After close date and time

Please refer to the Grant Opportunity Guidelines on GrantConnect, specifically Section 7: *How to Apply*:

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.

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.

6.4 I am trying to upload an attachment however I am receiving an error message. How to 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 hyphen and spaces. Please re-name the file and try again.

You cannot upload two documents to GrantConnect with the same file name. Please rename the file and try again.