

Commonwealth Home Support Programme Guidelines

Commonwealth policy
entity:

Department of Health

Enquiries:

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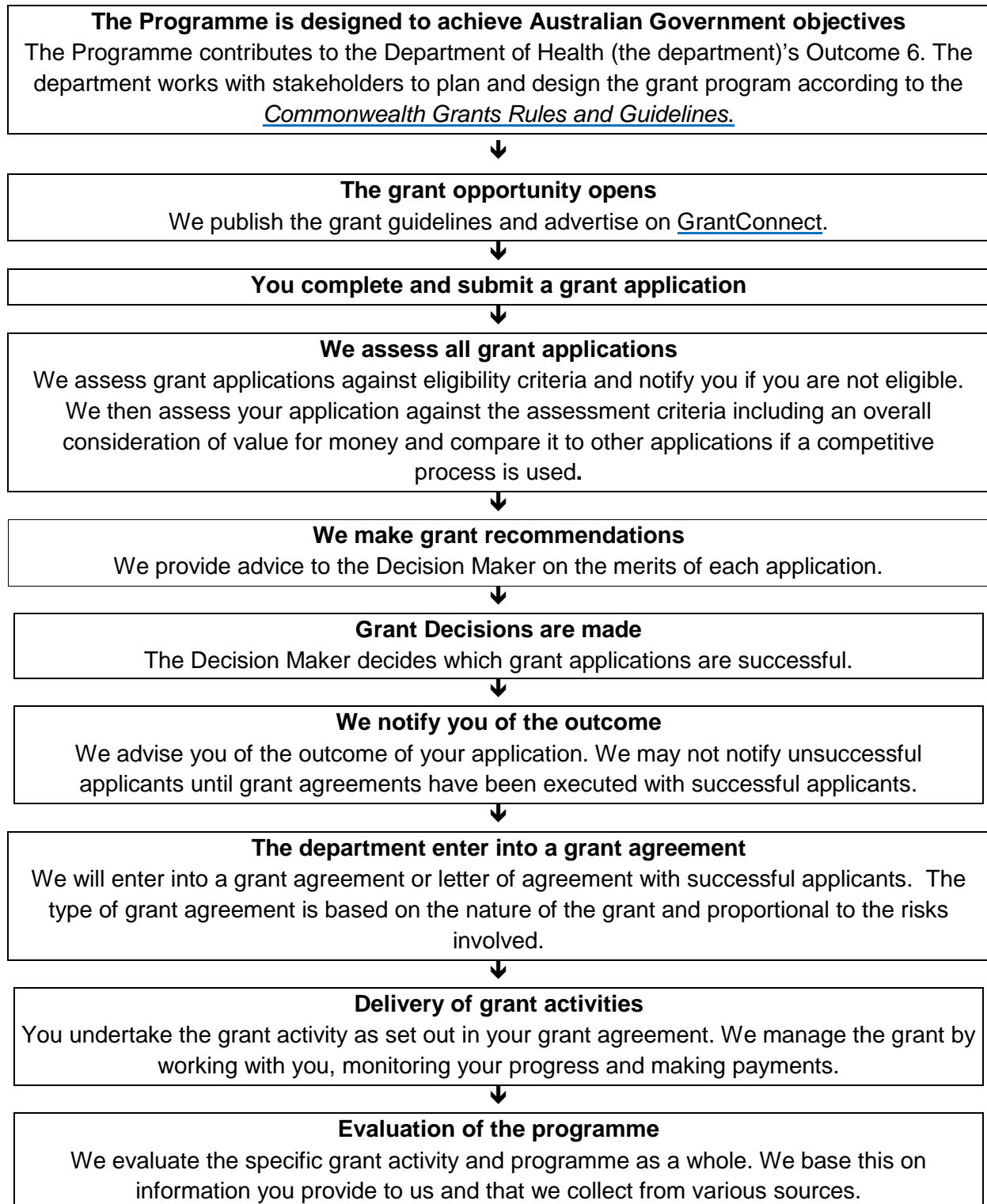
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1. Commonwealth Home Support Programme Grant Opportunity Processes



2. About the Commonwealth Home Support Programme

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

The programme offers low intensity ongoing support such as domestic assistance and care services or higher intensity support and care services on a shorter term or episodic basis such as allied health and respite for carers. Services provided take into account each person's individual goals, preferences and choices with a focus on pathways and activities that embed wellness, independence and reablement when required. The CHSP helps older people stay living in their own homes to delay, or altogether avoid the need to move to more complex forms of aged care.

In addition, the CHSP supports people aged 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people), who are on a low income and who are homeless or at risk of homelessness, to remain in the community through linking them to appropriate and sustainable housing, community care and other support services.

The CHSP builds on the strengths of the previous home support programs:

- The Commonwealth Home and Community Care (HACC) Program;
- Planned respite services under the National Respite for Carer Program (NRCP);
- The Day Therapy Centres (DTC) Program; and
- The Assistance with Care and Housing for the Aged (ACHA) Program.

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

This document should be read in conjunction with the [Commonwealth Home Support Programme Manual](#) (the Programme Manual).

The Programme will be undertaken according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

3. Programme Objectives

The objectives of the CHSP are to:

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

4. Programme Outcomes

The intended outcomes of the CHSP 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 is improved; and
- Equitable and affordable access to services is provided.

5. CHSP Services and Sub-programmes

The CHSP is structured to include four distinct sub-programmes:

- Community and Home Support;
- Care Relationships and Carer Support;
- Assistance with Care and Housing; and
- Service System Development.

Each sub-programme has its own objectives, client eligibility criteria, target group and outputs or service types as described in the Programme Manual.

5.1.1 Target groups

Eligible clients, as defined by the target groups for each sub-programme are outlined below.

(1) Community and Home Support sub-programme

Frail, older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily living to remain living independently at home and in the community.

(2) Care Relationships and Carer Support sub-programme

Frail, older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) who need planned respite services to provide their carers with a break from their usual caring duties.

(3) Assistance with Care and Housing sub-programme

Frail, older people or prematurely aged people aged 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people) on a low income who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.

(4) Service System Development sub-programme

CHSP service providers and their client base that will benefit from a range of activities that are designed to support, develop and strengthen the service system and the sector.

In exceptional circumstances CHSP services may be provided to people who do not meet the target group criteria and who need assistance with daily living to remain living independently at home and in the community.

These circumstances include where:

- The client is receiving a certain level of care under a program that was consolidated under the CHSP prior to 1 July 2015 and should therefore expect to retain this service level until other suitable care options become available.
- Specific arrangements have been agreed to by the respective state or territory governments and the Commonwealth.
- The Commonwealth determines that other circumstances justify the delivery of services to a younger person.

Specific eligibility requirements apply for each sub-program. Chapter 3 of the CHSP Programme Manual provides more detail on sub-programs and eligibility.

5.1.2 Older people with diverse needs

The CHSP recognises that older people display the same diversity of characteristics and life experiences as the broader population and need to receive services which reflect their diverse needs. Each person may have specific social, cultural, linguistic, religious, spiritual, psychological, medical and care needs and may also identify with more than one characteristic.

The CHSP recognises the following special needs groups, which align with those identified under the *Aged Care Act 1997*, however acknowledges that this is not an exhaustive list and there are other groups such as people with a disability, people with mental health problems and mental illness and people living with cognitive impairment including dementia:

- People who identify as Aboriginal and Torres Strait Islander;
- People from culturally and linguistically diverse backgrounds;
- People who live in rural and remote areas;
- People who are financially or socially disadvantaged;
- People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran.
- People who are homeless, or at risk of becoming homeless;
- People who are Gender or Sexually Diverse;
- People who are care leavers¹ (which includes Forgotten Australians, Former Child Migrants and Stolen Generations); and
- Parents separated from children by forced adoption or removal.

The CHSP will:

- Ensure that all clients have equity of access to information and services that are effective and appropriate to their needs and take into account individual circumstances and are free from discrimination.

¹ Definition in Glossary

- Ensure that all services are delivered in a way that is culturally safe, appropriate and inclusive of all older people with diverse characteristics and life experiences.
- Support access by service providers to translation and interpreting services.
- Consider equity of access for all older people in the allocation of new funding.

These principles support the Imperatives and Priorities identified in the Aged Care Diversity Framework.

5.1.3 Carers

Carers are integral to ensuring the quality of life and independence of many frail older people. They make a significant contribution to the lives of the older people they care for and an important economic contribution to the community.

In recognition of the vital role that carers play in supporting older people to remain living at home and in the community, the CHSP supports the care relationship through contributing funding towards a range of planned respite services delivered to frail older people. More detail on support for the carer relationship under the CHSP is available in the [Programme Manual](#).

5.1.4 Western Australia HACC Providers

Western Australian (WA) HACC providers transitioning to the CHSP who were funded to deliver WA HACC services to older people that are not within the scope of the CHSP will be granted funding to continue to deliver these activities under the CHSP from 1 July 2018 to 30 June 2019. This is in line with the twelve months funds stability period agreed in the Bilateral Agreement between the Commonwealth and Western Australia for transitioning responsibilities for aged care and disability services in WA. Details will be specified in the Programme Manual where applicable.

6. Programme Funding

In the 2017-18 Department of Health Portfolio Budget Statement, funding of up to \$5.5 billion has been allocated over two years, from 2018-19 to 2019-20, to extend funding arrangements for service delivery and assessments under the CHSP, this includes all states and territories.

Funding amounts included in these Programme Guidelines are estimates and may change in the course of a Budget year as Government priorities change.

The funding amount may be adjusted by indexation and grant recipients will be notified in writing if this occurs.

Specific amounts and availability of funds for individual grants will be outlined in the Grant Opportunity document.

6.1 Social and Community Services (SACS) supplementation funding

In accordance with the 2012 Fair Work Australia equal remuneration order for employees in the social and community services and crisis accommodation classification (Schedule B and C) within the [Social, Community, Home Care and Disability Services Industry Award 2010 \(SACS Modern Award\)](#), if applicable, the department will provide supplementation to grant recipients employing SACS workers delivering relevant CHSP services.

To be eligible for supplementation funding, grant recipients must be delivering in-scope, Commonwealth funded sub-programmes and employ staff under the SACS Modern Award, at 1 February 2012.

CHSP grant recipients who employ staff impacted by Schedule B or Schedule C of the SACS Modern Award must only use supplementation funding to cover costs arising from the Equal Remuneration Order (ERO). These costs include staff wages that have directly increased for the affected Commonwealth program, as well as staff on-costs (i.e. superannuation and leave entitlements) which may have increased because of the ERO.

Under the CHSP, grant recipients with affected SACS workers will have levels of supplementary funding in the [Commonwealth Standard Grant Agreement \(SGA\) Programme Schedule](#).

It is important to note that the SACS supplement does not apply to certain types of CHSP services, such as Allied Health or Assistance with Care and Housing services do not attract the SACS supplementation.

7. Grant eligibility criteria

We cannot consider your application if it does not satisfy all of the Eligibility Criteria.

7.1 Who is eligible to apply for a grant?

To be eligible you must:

- be one of the following entity types:
 - a company incorporated in Australia
 - a company incorporated by guarantee
 - legal entities established under specific Commonwealth or state/territory legislation (e.g. public benevolent institutions, churches, universities, unions etc)
 - an incorporated trustee on behalf of a trust
 - an incorporated association
 - a partnership

- a consortium with a lead organisation²
 - a registered charity or not-for-profit organisation
 - an individual who is a citizen or permanent resident of Australia
 - an Australian local government body
 - an Australian State/Territory government body
 - an Aboriginal and/or Torres Strait Islander Corporation registered under the Corporations (Aboriginal and /or Torres Strait Islander) Act 2006
 - an organisation that has previously been awarded a CHSP grant under a funding agreement with the Commonwealth
- have an Australian Business Number (ABN)
 - be registered for the purposes of GST
 - have an account with an Australian financial institution; and
 - Carry on business in Australia.

7.2 What qualifications or skills are required?

You must ensure that any staff working on the grant activity complies with all requirements outlined in the grant agreement.

- The Commonwealth Home Support Programme Guidelines (this document);
- The Commonwealth General Grant Conditions;
- Any supplementary conditions;
- The schedule (including any annexures or attachments);
- The CHSP Programme Manual;
- Any quality arrangements applicable to this grant activity; and
- Other documents incorporated by reference into the above documents.

8. Eligible grant activities

Successful applicants must deliver CHSP services in accordance with the CHSP Programme Guidelines (this document), the [Commonwealth General Grant Conditions](#) and the Programme Manual.

Applicants should be familiar with activities and service types funded under the CHSP as described in the Programme Manual.

For WA HACC providers transitioning into the CHSP, funding may be used to continue to deliver services previously funded under the WA HACC Program but that are outside the scope of the CHSP, in addition to those outlined in the Grant Opportunity. This funding will

² The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. Consortia are eligible to apply and the relevant conditions applicable to consortia are at 10.7 'Grant Applications from Consortia'

be granted for a transitional period of twelve months to 30 June 2019 only and must be agreed between the department and the grant recipient.

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

8.1 What can the grant money be used for?

Detailed information on eligible activities will be available in the Grant Opportunity. Eligible expenditure for sub-programmes under the CHSP can be found in 'Section 2.2 Sub-Programme – objective, target population, eligibility and services' of the Programme Manual.

8.2 What the grant money cannot be used for?

Grants are not provided for:

- purchase of land;
- major capital expenditure (see section 8.2.1 below);
- activities that could bring the Australian Government into disrepute;
- client accommodation expenses, as these provided for within the social security system(note: Assistance with Care and Housing Sub-Programme services deliver assistance with accessing appropriate support);
- direct treatment for acute illness, including convalescent or post-acute care;
- medical aids, appliances and devices which are to be provided as a result of a medical diagnosis or surgical intervention and which would be covered under a Health Care system, such as oxygen tanks or continence pads
- household items which are not related to the functional impairment (i.e. general household or furniture or appliances);
- items which are likely to cause harm to the participant or pose a risk to others;
- retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- domestic and overseas travel, except where written request to the department has been approved; and
- Activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.

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

Further information is available in the detailed guidelines on eligible expenditure in the Grant Opportunity document.

8.2.1 Capital Infrastructure

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

The department may consider funding for minor refurbishment works in exceptional circumstances. This includes minor building modifications to improve client safety (such as the installation of a wheelchair ramp) and refurbishment or replacement of essential equipment for CHSP service delivery which is not already classed as an asset.

In these circumstances, approval for any modifications or refurbishment must be acquired from the property owners, if necessary, prior to applying for funding.

9. The assessment criteria

This section sets out the suite of assessment criteria that may be used for any grant process under the programme.

Applicants need to address all of the assessment criteria in their application. The department will judge an application based on the weighting given to each criterion. The amount of detail and supporting evidence provided in an application should be relative to the project size, complexity and grant amount requested.

Any weighting for the assessment criteria will be outlined in the Grant Opportunity document and/or application form.

Responses to each assessment criteria should be limited to the word limit outlined in the application form. If a response is longer than the prescribed word limit only the words within the limit will be considered.

Requested attachments to your application will not be included in the word limit, however attachments should only be included where specifically requested.

The department may choose to use any of the following assessment criteria for a grant opportunity. The department may, at its discretion choose a different set of assessment criteria. Final assessment criteria will be outlined in the Grant Opportunity and/or application form, and will be proportionate to grant funding available.

The Assessment Criteria that may be used for any CHSP Grant Opportunity may include:

Alignment with Programme Objectives

For Example: Describe your proposed service model, including the CHSP sub-activity under which it will operate, and how this model will meet the needs of clients and achieve positive outcomes for the target group within your budget and within the Aged Care planning regions in which you intend to deliver services.

Demonstrated experience in developing, delivering, managing and monitoring effective Sector Support and Development (SSD) activities, particularly the type of activities for which you are applying for funding.

Organisational capacity and performance

For Example: Demonstrate your organisation's capacity, including the governance structure, and your key personnel and staff capability (experience and qualifications) to deliver the Activity objectives in the proposed community and/or the proposed target group.

Stakeholder Engagement

For Example: Describe how your organisation will foster links with other services, infrastructure and resources, including Regional Assessment Services (RAS), and align with and complement other aged care services, state health services, the National Disability Insurance Scheme, and diversity groups, to meet the needs of the local area and client cohort.

Risks and risk management

For Example: Describe how your service delivery model will be made operational to achieve positive outcomes for the proposed target group within your proposed budget, including risks and risk mitigation strategies.

Efficient and effective use of grant funds

For Example: Describe how the implementation of your proposal will achieve the stated objectives for all stakeholders, including value for money in service delivery, within the CHSP grant funding.

9.1 How Grants will be assessed?

Responses against each criterion may be rated against one of the following Descriptive Classification Rating Scales below:

Table 9.1-1 For Non-competitive processes³

Rating (for individual criterion)	Rank
High quality – response to this criterion addresses all or most sub-criteria to a higher than average standard. Evidence is available and confirms good performance against this criterion	Highly Suitable
Good quality – response against this criterion meets most sub-criteria to an average and acceptable level. Some evidence is available and provides some support for claims against this criterion.	Suitable
Poor quality – poor claims against this criterion, meets some or none of the sub-criteria. Evidence is unavailable, not relevant or lacking in detail.	Not Suitable

The department may seek information about you from any other source, including from within the Commonwealth, whether or not the individuals or organisations contacted are nominated as referees.

Table 9.1-2 For Competitive processes⁴

Rating (for individual criterion)	Score
Excellent – response to this criterion, including all sub-criteria, exceeds expectations. Evidence is available and confirms consistent superior performance against this criterion.	9-10
Good – response to this criterion addresses all or most sub-criteria to a higher than average standard. Some evidence is available and confirms good performance against this criterion.	7-8
Average – response against this criterion meets most sub-criteria to an average but acceptable level. Some evidence is available and provides some support for claims against this criterion.	5-6
Poor – poor claims against this criterion, but may meet some sub-criteria. Additional information available may be lacking detail and/or not directly relevant to the criterion.	2-4
Does not meet criterion at all – response to this criterion does not meet expectations or insufficient or no information to assess this criterion. Little or no evidence available.	0-1

The assessment of applications, will consider that the:

- project represents value with relevant money;

^{3,5} See Section 10.1 of this document for overview of selection processes

- project can be delivered on time and to budget;
- project has been appropriately costed, the level and detail of the costing is proportionate to the value of the project; and
- Level of risk associated with the project and its implementation is manageable and/or acceptable; that risk may stem from a number of sources, such as new technology, scale and/or complexity.

9.2 Special conditions applying to this Programme

Any additional special conditions relating to this Programme will be negotiated between the department and the grant recipient on a case-by-case basis. Agreed details will then be specified in the individual funding agreement.

Further information on the CHSP Programme can be on the [department's website](#).

9.2.1 Specialist requirements

In delivering CHSP Services, CHSP Service Providers are required to:

- Comply with all relevant state, territory and Commonwealth laws and regulations;
- Comply with Department of Health policies; and
- Comply with all relevant codes of ethics, industry quality standards and guidelines.

In addition, Australia's '[Multicultural Access and Equity Policy: Respecting diversity Improving Responsiveness](#)' obliges Australian government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with the government and accessing services to which they are entitled, for example, by providing access to language services where appropriate. Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services should be factored into grant applications.

All CHSP providers must develop and maintain links with other agencies and services in a way that meets the aims of the programme and broader aged care system, including the My Aged Care Contact Centre and the RAS in their region. This will assist in co-ordinating services with a view to improving the outcomes for clients and their carers and ensuring clients and their carers receive services which are centred on their individual goals, preferences and choices.

Appropriate referral to other services through My Aged Care is an essential role for CHSP providers. These referrals assist in ensuring clients and their carers receive timely, appropriate and individualised services. Further information around My Aged Care is available in the Programme Manual.

Organisations applying for CHSP funding are expected to be able to demonstrate their links with the identified community where services will be provided, including:

- Describing the applicant's links with the community (e.g. Demonstrated service delivery in the community, established relationships with stakeholders such as other CHSP service providers, RAS, relevant organisations, clients and carers).
- Demonstrating an understanding of existing services and resources within the community (e.g., details of any existing services for older people and their carers and other health and aged care services, including those provided by the applicant).
- Setting out how the proposal will complement, add to and work with existing services and resources within that community.
- Providing evidence of the applicant's ability to engage and form relationships with stakeholders.
- Setting out how the applicant will collaborate with the community.

9.2.2 CHSP Client/Customer Complaints Procedure

It is a requirement of your grant agreement to have a transparent and accessible complaints handling policy. This policy should acknowledge the complainant's right to complain directly to the service provider; and outline the process for both dealing with the complaint and provide options for escalation both within your organisation and to the department if necessary. Ensure that you provide information about your complaints handling policy and processes in all correspondence to guarantee it is readily available to the public.

Any person may raise concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government which includes the CHSP.

A complaint can be raised in the following ways:

- Directly with the service provider through their publicly available complaints system; or
- With the Aged Care Complaints Commissioner (www.agedcarecomplaints.govspace.gov.au) or by telephone on 1800 550 552 (a free call from fixed lines; calls from mobiles may be charged at a higher rate). The Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services funded by the Australian Government.

Further information on complaints can be found in the [Programme Manual](#).

10. The grant application process

You must read these Programme Guidelines, the Programme Manual, the Commonwealth General Grant Conditions, and any other documentation included as part of the Grant Opportunity.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration.

You must address all of the eligibility and assessment criteria to be considered for a grant. When submitting an application, please complete each section of the application form and make sure you provide the information we have requested.

Please ensure you keep a copy of your application and any requested attachments.

The department will acknowledge that we have received your grant application within three working days.

10.1 Overview of the application process

First we will assess your application against the eligibility criteria. Only eligible applications will move on to the next stage. Eligible applications will be considered through an open, restricted, non-competitive or competitive grant process.

When undertaking a selection process the department will consider the proportionality of scale, nature, grant amount, complexity and risks involved in the grant round. The department will consider proportionality to inform the choice of the application and selection process, the type of grant agreement to be used and the reporting and acquittal requirements.

Due to the size and complexity of the CHSP, access to funding will be available through a variety of means and at various times throughout the funding period. The department proposes to undertake a mix of the following selection processes to achieve the objectives and priorities of the CHSP.

10.1.1 Direct Selection/ One off-Ad hoc process

The department may conduct a direct selection or one off-Ad hoc process in the event that there is a change in government policy, a shift in demographics, unforeseen or urgent circumstances; or where direct selection represents the most effective, efficient and appropriate means of delivering the programme objective, or due to service provider failure.

A direct selection or one off-ad hoc process is a closed, non-competitive process where an approach is made directly to a new or existing, high performing provider to expand their current service delivery or deliver new services. It involves assessment of a provider's capacity to deliver an expanded service or a new service through use of assessment criteria and/or an assessment of a provider's current performance.

10.1.2 Targeted Competitive process

A targeted competitive selection process is used where there are few providers available to deliver the activity due to highly specialised services being required, geographical considerations, specific expertise or time constraints. Targeted competitive selection is still competitive, but only opens to a small number of potential grant recipients based on the specialised requirements of the grant activity or project under consideration. The department will approach potential grant recipients and will still be assessed against nominated assessment criteria.

10.1.3 Expressions of Interest (EOI) process

The department may call for EOIs to determine the number of potential applicants. An EOI may be advertised as the first in a two stage process. The second stage involves applicants selected through the EOI process applying in either a targeted competitive or direct selection process.

10.1.4 Open Competitive process

An open-competitive selection process is open to all potential applicants and is advertised on [GrantConnect](#). Open competitive grant rounds have nominated open and close dates, with eligible applications being assessed against the nominated assessment criteria.

The department may create a merit pool from an open competitive selection process, where any future service delivery needs (such as those resulting from novation or relinquishment) may be addressed without requiring an additional selection process. This merit pool will comprise all grant applicants which were deemed suitable in a previous process.

10.2 Unsolicited proposals

The department may make provision under the CHSP for one-off, unsolicited proposals and emergency payments.

An unsolicited proposal is one that is received by the department outside of any grant process for the CHSP. Any such proposals are required to have been assessed by the department to ensure they meet the aims, objectives and outcomes of the CHSP.

The department has no obligation to accept unsolicited proposals. Should the department decide that it would be appropriate to accept an unsolicited proposal, the department may, at its discretion, notify the applicant in writing and enclose an application pack, including an application form. The applicant must return the completed application form, in accordance with the application pack and these Programme Guidelines, by the closing date and time set out in the notice and/or the application pack.

The department will assess unsolicited proposals in accordance with these Programme Guidelines.

The department will not provide an immediate response to an unsolicited proposal or to the submitted application form for an unsolicited proposal. Any decisions by the department regarding the acceptance of an unsolicited proposal will be final.

10.3 Procurement activities

The department may also use funds appropriated for the CHSP for the procurement of work directly related to the purpose of the CHSP, such as RAS and programme evaluation. Such procurements will be undertaken in accordance with the requirements of the Commonwealth Procurement Rules and will be for the purposes that are consistent with the aims, objectives and priorities of the CHSP. Any advertisement will inform potential applicants of where to obtain application information for the relevant process.

10.4 Application process timing

Open competitive funding rounds will be conducted subject to Australian Government requirements. Funding rounds will be advertised on [GrantConnect](#). Funding rounds will be typically open for six weeks from the advertising date; however application periods may vary depending on the complexity and urgency of grants as well as the type of selection process used. The department will generally not conduct grant processes over the Christmas and New Year holiday period.

Dates and application periods will be confirmed in the relevant grant opportunity.

Applications should be submitted to the department by the closing date stipulated in the Grant Opportunity document.

Table 10.4: Expected timing for a grant opportunity

Activity	Timeframe
Application period	2 – 6 weeks
Assessment of applications	4-6 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	2 weeks

The above table does not define an exact grant opportunity time frame. Specific timing and open/close dates will be outlined in the Grant Opportunity Document.

10.5 Completing the grant application

You must submit your grant application on the application form, which will be available as part of the Grant Opportunity documentation. The application form includes help information.

You must ensure that your application is only submitted in English.

Applications submitted by email should be sent to the address listed on the front of the Grant Opportunity document. If your application exceeds 20MB, please submit requested attachments separately.

If you have technical difficulties submitting your application or cannot apply on-line (where applicable), please contact the department via email at Grant.ATM@health.gov.au, or call (02) 6289 5600, Monday to Friday, 9am to 5pm Canberra Local Time. The department will not provide hardcopy application forms or accept applications via fax or mail.

You must ensure that your application is completed, accurate and submitted in accordance with these Programme Guidelines.

You cannot change your application after the closing date and time.

If you find a mistake in your application after it has been submitted, you should contact [the department](#) immediately. The department may ask you for more information, as long as it

does not change the substance of your application. The department does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

10.6 Attachments to the application

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

The following documents may be requested as part of your application:

- a business case;
- an indicative budget;
- a project management plan;
- a risk management plan;
- confirmation of tenure;
- proof of legal entity type;
- proof of contribution; or
- A letter of support from each member when submitting an application as a consortia.

Your supporting documentation should be attached to the application form. There will be instructions in the application form to help you.

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

10.7 Applications from consortia

Some organisations may apply as a consortium to deliver grant activities. A consortium is two or more businesses who are working together to combine their capabilities when developing and delivering a grant activity.

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

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

- An overview of how the consortium will work together to complete the grant activity;
- An outline of the relevant experience and/or expertise of the consortium members;
- The roles and responsibilities of consortium members and the resources they will contributed (if any);
- Detail of a nominated management level contact officer; and
- Details of the lead organisation.

10.8 Questions during the application process

Any questions during the application period should be emailed to Grant.ATM@health.gov.au or call (02) 6289 5600 Monday to Friday 9:00am to 5:00pm Canberra local time. The department will respond to emailed questions within three business days.

Questions seeking clarification of a grant opportunity's content should be emailed to Grant.ATM@health.gov.au.

Where responses provide information that could advantage individual applicants, the department will provide responses in writing to all prospective applicants. This will involve updating/adding content to a copy of the Frequently Asked Questions, which will form part of the Grant Opportunity documentation, during the open period of this grant opportunity. Only those individuals that have registered their interest for this grant opportunity on [GrantConnect](#) will receive addenda notifications.

To register your interest for a Grant Opportunity under the CHSP please subscribe on the Commonwealth's [GrantConnect](#) webpage.

10.9 Late Applications

The department will only accept a late application if it is the direct result of mishandling by the department. In all other circumstances, in the interests of fairness, the department reserves the right to accept or not accept late applications. In considering whether it would be fair to accept a late application, the department will take into account the degree of lateness, whether the cause of the lateness was beyond the applicant's control and other facts it considers relevant.

The department may also ask the applicant to provide evidence to support its claims regarding the reasons for late submittal. If the applicant considers that their application will be late they should notify the department prior to the closing time advising of the circumstances for the lateness. The Chair of the assessment committee will take the reasons into consideration when deciding whether or not to accept the late application.

10.10 Further grant opportunities

If there are not enough suitable applications to meet the programme's objectives, the department may use a direct select process as outlined in Section 10.1.1 of this document.

11. Assessment of grant applications

11.1 Who will assess applications?

An assessment committee or an expert panel will assess each application on its merit. The assessment committee will be made up key departmental stakeholders, which may include assessment and policy staff.

External advisors may also be asked to inform the assessment process. Any advisor who is not an Australian Public Servant will be treated as the Commonwealth entity's staff in accordance with Section 2.9 of the CGRGs.

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

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

11.2 Who will approve grants?

The Decision Maker unless otherwise specified will be the outlined in the Grant Opportunity document. The assessment committee or panel will make recommendations to the Decision Maker. The Decision Maker will make the final decision to approve a grant.

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

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

The Decision Maker must not approve funding if they reasonably consider the programme funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

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

12. Notification of application outcomes

You will be advised of the outcomes of your application in writing, following a decision by the Decision Maker. If you are successful, you will also be advised about any specific conditions attached to the grant.

If you are unsuccessful, we will notify you in writing and give you an opportunity to discuss the outcome within one month of being advised of outcome from the department. You can submit a new application for the same project (or a similar project) in any future grant opportunity rounds. You should include new or more information to address any weaknesses that may have prevented your previous application from being successful.

13. Feedback on your application

If you are unsuccessful, you may ask for feedback from the department within one month of being advised of the outcome. The department will give verbal feedback within one month of feedback being requested.

14. Successful grant applications

14.1 The grant agreement

If you are successful, you must enter into a legally binding grant agreement with the Commonwealth represented by the Department of Health. A schedule will be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant agreement.

Any reporting or acquittal requirements will be outlined in the grant agreement.

The department will negotiate agreements with successful applicants, if there are unreasonable delays in finalising the grant agreement, the grant offer may be withdrawn and the grant may be awarded to a different applicant.

You should not make financial commitments until a grant agreement has been executed by the Commonwealth.

14.2 How the grant will be paid

The grant agreement will contain the entire agreement between the parties. There is no binding agreement on any parties until the grant agreement is agreed to and signed by the department's Decision Maker and the applicant's authorised representative. You should not make financial commitments until a grant agreement has been executed by the Commonwealth.

The grant agreement is the legal agreement between the department and the grant recipient over the grant period. In managing the grant provided, the grant recipient must comply with all the requirements of the grant agreement. Funding will only be provided in accordance with an executed funding agreement.

14.3 Grant agreement variations

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

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

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

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

14.4 Grant performance and reporting

CHSP grant recipients will be required to operate within an accountability framework to collect information about what is being achieved at each service level (sub-programme). This will ensure that the department is confident that:

- quality care is delivered
- program standards and policies are met
- service provision meets the identified needs of service recipients
- Funds are used according to the purposes specified in the funding agreements.

The accountability framework meets these objectives through the following reporting processes:

- Financial reporting (see 14.5 below).
- Performance reporting: CHSP grant recipients that deliver services will be required to provide information in accordance with the Data Exchange Protocols or as otherwise stipulated by the department.
- Quality framework: CHSP grant recipients will be required to adhere to a set of quality standards, in accordance with their grant agreement with the department, which are designed to encourage providers to evaluate and continuously improve the quality of their service delivery and the systems and processes in place that ensure service quality. Further information on this is available in the Programme Manual which can be found on the [Department's website](#).

Full details of reporting requirements will be described in the grant agreement for each grant recipient.

The department monitors and evaluates programme performance to ensure activities and grant recipients have a focus on outcomes for clients through effective and efficient use of funds and resources.

CHSP grant recipients' performance will be measured against benchmarking of other organisations funded for this Activity and compare a grant recipient's service delivery performance against national benchmarks. Benchmarking will take into consideration the delivery of similar services, scale of funding, locality of service location and other relevant characteristics.

Information needed to evaluate service delivery must be reported via the approved mechanisms outlined in the grant agreement with the department. Full details of reporting requirements will be listed in the grant agreement for each grant recipient. This information must be provided in accordance with the [Data Exchange Protocols](#).

14.5 Financial reporting

The grant will be managed to ensure the efficient and effective use of public monies, consistent with best value in principles; the department will aim to maintain viable services and act to prevent fraud upon the Commonwealth.

Financial acquittal documents must be provided to the department in accordance with the grant agreement.

Funding must only be used for the purposes for which it was provided, as outlined in the grant agreement with the department.

14.5.1 Special Requirements: Information Technology

CHSP grant recipients must work towards their website being compliant with the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#).

To manage service information, access referrals and update client service plans on the My Aged Care provider portal, CHSP grant recipients must have access to the internet and a system that has one of the [supported versions](#) of the specified web browser programs.

In addition, CHSP grant recipients must have [IT access](#) to allow them to meet their data collection and reporting obligations outlined in the Grant Agreement.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by grant recipients at the client level and entered directly into the online Data Exchange system, its predecessor or via an alternative mechanism approved by the department. Where collection of client level data is not appropriate due to the CHSP Activity involving a large group, aggregate reporting will be permitted.

Information must be provided in accordance with the [Data Exchange Protocols](#).

The Data Exchange:

- is a web based portal;
- allows submission of data through external approved third party applications; and
- Supports submission of data through other approved methods.

Performance information required to be collected may include (but is not limited to):

- client consent (where required);
- client identity characteristics;
- client demographic characteristics;
- service delivery information; and/or
- Client outcomes.

14.6 Service delivery areas

Areas in which the services agreed between an organisation and the department are to be delivered will be specified in the funding agreement.

Based on the [Statistical Area Level 2 \(SA2\) boundaries from the Australian Bureau of Statistics Australian Statistical Geography Standard \(AGS\) 2011, Aged Care Planning Regions \(ACPRs\)](#) designated within the grant agreement must not change without prior written agreement from the department. Maps of the ACPRs are available online.

15. Announcement of grants

If successful, your grant will be listed on the department's website [GrantConnect](#) within 21 calendar days after the date of effect⁵ as required by Section 5.3 of the *CGRGs*.

⁵ See glossary

16. Delivery of grant activities

16.1 Applicant's responsibilities

Successful applicants must submit reports in line with the timeframes in the grant agreement. We may provide sample templates for these reports in a grant agreement. The department expects you to report on:

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

Successful applicants will also be responsible for:

- meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively;
- complying with record keeping, reporting and acquittal requirements as set out in the grant agreement; and
- Participating in a grant program evaluation as specified in the grant agreement.

16.2 The Department of Health's responsibilities

The department will:

- Meet the Government's terms and conditions of the grant agreement established with grant recipients;
- Ensure that services provided under the CHSP are accountable to the Australian Government under the terms and conditions agreed in the grant agreement;
- Administer the operation of the CHSP in a timely manner;
- Identify suitable providers to deliver the activities required as per the grant agreement;
- Ensure that the outcomes contained within these Programme Guidelines are being met and evaluate the provider's performance against the CHSP outcomes;
- Make decisions relating to the funding for unsolicited proposals;
- Assess service activity, financial accountability and quality reports and undertake follow up activity as necessary;
- Identify and provide advice on emerging strategic issues and barriers to access to services through participation in meetings and forums as required.
- Provide a strategic direction for the CHSP; and
- Establish and foster formal and informal communication mechanisms with service providers and facilitate knowledge sharing and partnership opportunities with the sector.

We will monitor the progress of your project by assessing reports you submit and may conduct site visits 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.

16.3 Risk Management Strategy

All grant agreements are managed according to their level of risk. Grant recipients will be subject to a Provider Capacity Risk Assessment prior to the negotiation of grant agreements. Grant recipients may also be required to participate in a Financial Viability Assessment during the Assessment process of an application or change in funding. A periodic monitoring process is undertaken during the term of an agreement which monitors service delivery and is used to provide evidence for ongoing risk assessments.

16.4 Grant payments and GST

Payments will be made as set out in the grant agreement. When payments are made, the department will generate and send you a Recipient Created Tax Invoice (RCTI).

Before any payments are made you must provide:

- any other conditions of payment (e.g. evidence of purchase of equipment, satisfactory progress report, approvals, and any other documentation).

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the Australian Taxation Office website at www.ato.gov.au for more information.

16.5 Evaluation

The department will evaluate the CHSP to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

16.6 Acknowledgement

The department will require successful applicants to acknowledge the financial and other support it has received from the Australian Government, in the manner set out in the Programme Manual.

This applies to all publications, promotional and advertising materials, public announcements and activities by it or on its behalf in relation to the CHSP, or any products, processes or technology developed as a result of the CHSP.

17. Probity

The Australian Government will make sure that the assessment 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.

Note: These guidelines may be changed from time-to-time by the department. When this happens, the revised guidelines will be published on the [GrantConnect](#).

17.1 Complaints process

The department [Grant and Procurement Complaints Procedures](#) apply to complaints that arise in relation to grant and procurement processes. It covers events that occur between the time the funding round documentation is released to potential applicants and the date of contract execution, regardless of when the actual complaint is made. The department requires that all complaints relating to a grant or procurement process must be lodged in writing.

Any enquiries relating to funding decisions for the CHSP should be directed 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 department.

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au.

17.2 Conflict of interest

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

- Has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer;
- Has a relationship with, or 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 funding under the Programme.

Applicants 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 that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to a grant application, you must inform the department in writing immediately. Committee members and other officials, including the decision maker, must also declare any conflicts of interest.

The chair of the assessment committee or panel will be made aware of any conflicts of interest and will handle them as set out in Australian Government policies and procedures. Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Part 3, Section 13 (7) of the *Public Service Act 1999* – available in the [Federal Register of Legislation](#)).

17.3 Privacy: confidentiality and protection of personal information

The department will treat your personal information according to the 13 Australian Privacy Principles and the *Privacy Act 1988*. This includes letting you know:

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

Applicants are required, as part of your application, to declare their ability to comply with the *Privacy Act 1988*, including the Australian Privacy Principles and impose the same privacy obligations on any subcontractors you engage to assist with the activity. Applicants must ask for the Australian Government's consent in writing before disclosing confidential information.

Applicants personal information can only be disclosed to someone else if they are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information about grant applicants and grant recipients in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

The department may reveal confidential information to:

- the committee and other Commonwealth employees and contractors to help us manage the program effectively;
- employees and contractors of our department so the department can research, assess, monitor and analyse 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; or
- a House or a Committee of the Australian Parliament.

The department may share the information provided by an applicant with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *Public Service Act 1999*;
- *Public Service Regulations 1999*;
- Public Governance, Performance and Accountability Act;
- *Privacy Act 1988*;

- *Crimes Act 1914; and*
- *Criminal Code Act 1995*

The department will treat the information provided as sensitive and therefore confidential if it meets all of the four conditions below:

1. applicants clearly identify the information as confidential and explain why we should treat it as confidential;
2. the information is commercially sensitive;
3. revealing the information would cause unreasonable harm to an applicant or someone else; and
4. applicants provide the information with an understanding that it will stay confidential.

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

17.4 Freedom of information

All documents in the possession of the Australian Government, including those about the Program, are subject to the *Freedom of Information Act 1982 (FOI Act)*.

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

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

By mail: Freedom of Information Coordinator
 FOI Unit

 Department of Health

 GPO Box 9848

 Canberra ACT 2601

By email: foi@health.gov.au

18. Glossary

Term	Definition
Activity	The specific Activity or Project that is the subject of a grant. In this instance, the CHSP.
Assessment Committee	The panel of assessment staff formed to assess applications for funding.
Assessment Criteria	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 granting activity, to determine applicant rankings.
Care Leaver	A person who was in institutional care or other form of out-of-home care, including foster care, as a child or youth (or both) at some time during the 20 th century. Care-leavers include Forgotten Australians, former child migrants and people from the Stolen Generation.
Commencement Date	The expected start date for the grant activity.
Completion Date	The expected date that the grant activity must be completed and the grant spent by.
Data Exchange	The department's online performance and activity reporting tool for service providers delivering services under subsidised aged care programs.
Date Of Effect	This will depend on the particular grant. It can be the date in 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.
Double Dipping	Double dipping occurs where a grant recipient is able to obtain a grant for the same project or activity from more than one source.
Eligibility Criteria	The principles, standards or rules that a grant applicant must meet to qualify for consideration of a grant. Eligibility criteria may apply in addition to assessment criteria.
Commonwealth Entity	A Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.
Entry-level home support services	The term used to describe the level of service provided by the CHSP in relation to the broader aged care system.
Cost Shifting	Involves 'substitution of effort' by the Commonwealth for activities of another organisation or level of government. For example, cost shifting occurs where the Commonwealth provides a grant for an activity that would usually be paid for by a state, territory, or local government, such as municipal

Term	Definition
	services.
Grant	<p>a grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ul style="list-style-type: none"> a) under which relevant money or other CRF money, is to be paid to a recipient other than the Commonwealth; and b) which is intended to assist the recipient achieve its goals; and c) which is intended to help address one or more of the Australian Government's policy objectives; and <p>under which the recipient may be required to act in accordance with specified terms or conditions.</p>
Grant Activity	Is the project /tasks /services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement (funding agreement).
Grant Agreement	Grant agreement means the contract template used by Australian Government entities to set out the mutual obligations relating to the provision of the grant. The Australian Government is standardising and streamlining grant agreements between the Commonwealth and grant recipients to allow grant recipients to engage more easily and efficiently with the Commonwealth.
Grant Opportunity	A notice published on GrantConnect advertising the availability of Commonwealth grants.
Grant Program	May be advertised within the 'Forecast Opportunity' (FO) section of GrantConnect to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities
Grant Recipient	An individual/organisation that has been awarded a grant.
My Aged Care	My Aged Care is the government's single entry point for aged care services. For clients, this means entry and assessment through My Aged Care and referral to the Regional Assessment Service for a face to face assessment and referral to services.
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

Term	Definition
	more grant opportunities
Regional Assessment Services	<p>RAS helps to identify clients' and carers' needs for support and their goals for greater independence and wellbeing.</p> <p>After an assessment has been completed, RAS will make a referral to a CHSP provider following a discussion about the availability of appropriate services and a discussion with the client/carer about their preferences.</p>
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.