National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program 2018-2019 Residential – Expansion Round Grant Opportunity GO1917

<table>
<thead>
<tr>
<th><strong>Opening date:</strong></th>
<th>23 January 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Closing date and time:</strong></td>
<td>2.00pm Canberra local time on 20 March 2019</td>
</tr>
<tr>
<td><strong>Commonwealth policy entity:</strong></td>
<td>Department of Health</td>
</tr>
<tr>
<td><strong>Commonwealth administration entity:</strong></td>
<td>Department of Social Security – Commonwealth Grants Hub</td>
</tr>
<tr>
<td><strong>Enquiries:</strong></td>
<td>If you have any questions, contact <a href="mailto:Grant.ATM@health.gov.au">Grant.ATM@health.gov.au</a> Questions should be sent no later than Wednesday, 13 March 2019</td>
</tr>
<tr>
<td><strong>Date guidelines released:</strong></td>
<td>Wednesday, 23 January 2019</td>
</tr>
<tr>
<td><strong>Type of grant opportunity:</strong></td>
<td>Targeted competitive</td>
</tr>
</tbody>
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The NATSIFAC Program is designed to achieve Australian Government objectives. This grant opportunity is part of the above grant program, which contributes to Department of Health's Outcome 6. The Department of Health works with stakeholders to plan and design the grant program according to the Commonwealth Grants Rules and Guidelines 2017.

The grant opportunity opens
- We publish the grant guidelines and advertise on GrantConnect

You complete and submit a grant application

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

We make grant recommendations
- We provide advice to the decision maker on the merits of each application.

Grant decisions are made
- The Decision Maker decides which applications are successful.

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

We enter into a grant agreement
- We will enter into a grant agreement with you if successful. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.

Delivery of grant
- You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.

Evaluation of the NATSIFAC Program
- We evaluate the specific grant activity - NATSIFAC Program 2018-2019 Residential Expansion Round Grant Opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

1 NATSIFAC Program 2018-2019 Residential - Expansion Round Grant Opportunity Processes

1.1 About the grant program
- The NATSIFAC Program is a component of the Residential and Flexible Aged Care Program under Department of Health Outcome 6.2 (Aged Care Services) and aims to provide flexible quality aged care services that meet the needs of Aboriginal and Torres Strait Islander people.
The NATSIFAC Program is administered outside of the *Aged Care Act 1997* and is part of the Australian Government’s strategy to improve the quality of, and access to aged care services for older Aboriginal and Torres Strait Islander people.

The NATSIFAC Program funds organisations to provide flexible, culturally appropriate aged care to older Aboriginal and Torres Strait Islander people close to their home and/or community.

The objectives of the NATSIFAC Program are to:

- deliver a range of services to meet the changing aged care needs of the community;
- provide aged care services to older Aboriginal and Torres Strait Islander people close to home and community;
- improve access to aged care services for Aboriginal and Torres Strait Islander people;
- improve the quality of culturally appropriate aged care services for Aboriginal and Torres Strait Islander people; and
- develop financially viable cost-effective and co-ordinated services outside of the existing mainstream programs.

**Delivering Culturally Appropriate Aged Care Services**

Service providers funded under the NATSIFAC Program are required to provide aged care services that meet the needs of the individual care recipient.

These Aged care services must provide good quality, culturally appropriate care that is both acceptable to and accessible by the community. The service provider must have policies, procedures and practices in place to ensure the service delivers flexible, culturally appropriate care, which meets aged care standards. The service provider should also ensure that individual care recipient interests, customs, beliefs and cultural backgrounds are valued and nurtured, and that the service assists care recipients to stay connected with their family and community.

The delivery of culturally appropriate aged care is dependent on a variety of elements such as:

- having appropriate buildings to allow for cultural activities, family visits, ceremonies and take into account Aboriginal and Torres Strait Islander customs;
- ensuring a comfortable environment and surroundings (e.g. access to the natural environment or outdoor access and bushland gardens, Aboriginal and Torres Strait Islander artefacts);
- employment or engagement of Aboriginal or Torres Strait Islander people;
- participation by the local community in planning and providing aged care;
- encouraging and assisting care recipients to remain engaged with their community (e.g. by participating in traditional events);
- respecting cultural traditions (e.g. men’s and women’s business); and
- providing the services in a culturally safe way.

Cultural safety is about recognising, respecting and nurturing the unique cultural identity of Aboriginal and Torres Strait Islander people and meeting their needs, expectations and rights. It is one of the overarching principles to be incorporated in all aspects of service delivery and quality systems for the NATSIFAC Program.

We administer the program according to the *Commonwealth Grants Rules and Guidelines 2017 (CGRGs)*.

### 1.2 About the NATSIFAC Program 2018-2019 Residential - Expansion Grant Opportunity

Residential aged care provides a range of care options and accommodation for older people who are unable to continue living independently in their own homes.

These guidelines contain information for the NATSIFAC Program 2018-2019 Residential - Expansion Round grant opportunity. This expansion was announced as part of the 2018-2019 Budget intended to expand the existing NATSIFAC Program to improve access to culturally safe aged services in remote Indigenous communities. This measure responds to recommendation 31 of the *Legislated Review of Aged Care 2017*, that the Government expand the NATSIFAC Program to better support older Aboriginal and Torres Strait Islander people.

This document sets out:

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• the purpose of the grant opportunity;
• the eligibility and assessment criteria;
• how grant applications are considered and selected;
• how grantees will be monitored and evaluated; and
• responsibilities and expectations in relation to the opportunity.
You must read this document before filling out an application.

1.3 Grant Opportunity objectives and outcomes
The objective of this grant opportunity is to increase the number of residential places under the NATSIFAC Program in remote and very remote Australia (geographical locations defined as Modified Monash Model (MMM) 6 and 7).
The outcome of this grant opportunity will be increased access to culturally safe aged care services for Aboriginal and Torres Strait Islander people in remote and very remote Australia.

2 Grant amount and grant period
2.1 Grants available
The 2018-2019 Budget included a measure to expand the existing NATSIFAC Program to improve access to culturally safe aged services in remote Indigenous communities. A total of $105.7 million is being made available over 4 years from 2018-2019 to 2121-2022.
This grant opportunity provides funding of up to $60 million (GST exclusive) between 2018 and 2022 to expand the number of residential places under the NATSIFAC Program in geographical locations MMM 6 and 7.
The daily rate for a high care residential place is up to $284.10. Please note that GST will not apply to this grant funding.
NATSIFAC Program funding is provided under a “cashed out” model, based on an agreed allocation of places and not the occupancy of those places. This provides a constant income stream allowing the service provider both the stability of income and the flexibility to manage the delivery of aged care services to meet the needs of the community.
NATSIFAC Program funding is paid for each notional place. The 2018-19 funding for a high care residential place is based on the daily rate of $119.23 per day. In addition to the daily rate, there are supplements and viability payments linked to each place in recognition of the cost of delivery in remote and very remote locations. This amount may vary, depending on the remoteness as assessed by the Modified Monash Model (MMM).
Supplement for each residential place based on 2018/19 Subsidies and Supplements rates.

<table>
<thead>
<tr>
<th>Fixed Rates</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per residential high care place per day</td>
<td></td>
</tr>
<tr>
<td>Base rate</td>
<td>$119.23</td>
</tr>
<tr>
<td>Residential Concessional Supplement Daily Rate</td>
<td>$22.47</td>
</tr>
<tr>
<td>Frailty Index</td>
<td>$3.47</td>
</tr>
<tr>
<td>Veterans’ Supplement</td>
<td>$0.08</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Variable Rates</th>
<th>Daily (maximum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Viability Supplement Daily Rate</td>
<td>$52.12</td>
</tr>
<tr>
<td>• Daily rate varies, depending on the remoteness of the place, from zero (metropolitan service) to a maximum daily rate in MMM7</td>
<td></td>
</tr>
<tr>
<td>Respite Supplement</td>
<td>$102.44</td>
</tr>
<tr>
<td>• Daily rate is paid on the total number of allocated residential aged care places (not each residential place), the amount varies dependant on the number of allocated residential places to a maximum daily rate</td>
<td></td>
</tr>
</tbody>
</table>

These supplements are in line with those provided to aged care services administered under the Aged Care Act 1997.
It is important that applicants understand the implications of changes to the rate of subsidy and supplements that would result from an increase to the total number of places allocated to a service. To calculate any change of supplements, go to Step 5 of this link 2017 Scheme Points Calculator.

Funding will commence in 2018-2019 and be provided in accordance with these Grant Opportunity Guidelines. Successful Applicants will be required to deliver aged care services in accordance with the NATSIFAC Program Manual, the Commonwealth Standard Grant Agreement and supplementary conditions to the Commonwealth Standard Grant Agreement.

3 Grant eligibility criteria

3.1 Who is eligible to apply for a grant?

To be eligible you must:

- have an Australian Business Number (ABN);
- be registered for the purposes of GST;
- be a permanent resident of Australia;
- have an account with an Australian financial institution; and
- be one of the following entity types:
  - incorporated association incorporated under Australian state/territory legislation;
  - incorporated cooperative incorporated under Australian state/territory legislation;
  - Aboriginal Corporation incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006;
  - organisation established through specific Commonwealth or state/territory legislation;
  - company incorporated under Corporations Act 2001 (Commonwealth of Australia);
  - partnership;
  - trustee on behalf of a trust;
  - individual;
  - Australian Local government body; or
  - Australian State/Territory government.

In addition, the department will only accept applications from applicants who are either Type A, B or C. To be eligible you must be one of the following:

**Type A:** Existing NATSIFAC Program providers delivering services in geographical locations MMM 6-7, who have existing infrastructure and the capability to:

- deliver additional high care residential aged care services; and/or
- change the level of their current allocation from low to high care places, to deliver care, which accurately reflects the needs of current care recipients and anticipates future aged care needs of the community.

**Type B:** Approved providers currently delivering Commonwealth funded residential care services (administered under the Aged Care Act 1997) to Aboriginal and Torres Strait Islander people in geographical locations MMM 6-7 with an allocation of 30 or less residential aged care places per service, or co-located service, for conversion to the NATSIFAC Program.

**Type C:** Organisations not currently delivering aged care services, but which have existing infrastructure, capability and capacity to deliver high care residential aged care services to Aboriginal and Torres Strait Islander people in geographical locations MMM 6-7.

We cannot consider your application if you do not satisfy all the eligibility criteria.
3.2 What qualifications or skills are required?
If you are successful, all personnel working on the NATSIFAC Program must maintain the following registration and checks:

- Working with Vulnerable People registration; and
- National police check.

4 What the grant money can be used for

4.1 Eligible Activities
The grant funding is intended to enable care services provided by the service provider that are based on the assessed care needs of the care recipient, when negotiating and agreeing to the care plan and the care services to be provided. The care plan and services provided by the service provider must be culturally sensitive, made in consultation with the individual and based on the assessed care needs of the care recipient. The service provider must also ensure that these care services align with the individual’s agreed plan, are inclusive of all costs and can be delivered using the grant funding provided by department, and any care recipient contribution.

The range of services for residential care on a permanent and/or respite basis may include:

- care services;
- support services; and
- clinical services.

Detailed information about care and services that can be provided is available in the NATSIFAC Program Manual.

Successful applicants must deliver the Activity in accordance with the whole-of-government grant agreement, and supplementary conditions to the grant agreement and the NATSIFAC Program Manual.

4.2 Eligible locations
Your services must be delivered in geographical locations 6-7 under the Modified Monash Model.

The Modified Monash Model (MMM) is the Department of Health’s classification system that categorises metropolitan, regional, rural and remote areas according to both geographical remoteness and town size. Further information is available here: Doctor Connect Modified Monash Map Locator.

4.3 Eligible expenditure
Grants may be used for:

- the provision of care services as detailed in the grant agreement and/or in the NATSIFAC Program Manual;
- staff salaries and on-costs which can be directly attributed to the provision of the Activity in the identified service area or areas as per the grant agreement;
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the provision of services; and
- operating and administration expenses directly related to the delivery services, such as:
  - telephones and internet;
  - rent and outgoings;
  - computer/IT/website/software;
  - insurance;
  - utilities;
  - postage;
  - stationery and printing;
  - accounting and auditing;
  - travel/accommodation costs directly associated to the delivery of aged care services;
  - assets as described in the Commonwealth Standard Grant Agreement, including motor vehicle purchase or lease; and
  - repairs and maintenance of aged care assets.

You must incur the expenditure on your NATSIFAC Program activities between the start and end date of the funding period for it to be eligible.
We may update the NATSIFAC Program Manual on eligible expenditure from time to time. If your application is successful, the version in place when you submitted your application will be the version that applies to your grant activity.
4.4 What the grant money cannot be used for

Grants must not be used for:

- purchase of land;
- coverage of retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- major construction/capital works;
- overseas travel unless prior written approval is obtained from the Department of Health (the department). The service provider must notify the department in writing at least 30 days prior to any proposed overseas travel, which is to be made using the funds, in whole or in part, by the service provider’s personnel or board members. The notification must include details of the person intending to travel, the purpose of the travel, the destination, and the estimated costs of the travel including flights and travel expenses;
- activities that could bring the Australian Government into disrepute;
- accommodation, (including staff accommodation non-essential to the delivery of services) including re-housing, supported accommodation, large scale household removalist expenses, construction and large-scale repairs, beyond provision of linkages to accommodation services;
- 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. Where items are required for the operation of the Activity, the item remains the property of the service provider;
- household items which are not related to the functional impairment (i.e. general household or furniture or appliances) – for care recipients not provided with residential based care;
- the lease or purchase of personal items;
- items which are likely to cause harm to the care recipients or pose a risk to others;
- activities for which other Commonwealth, state, territory or Local Government bodies have primary responsibility;
- unfair dismissal grievances, settlement of other claims brought against the service provider or to meet any other order for damages or judgement against the service provider (including payment of associated legal fees), unless otherwise agreed beforehand in writing by the department;
- loans, advances, gifts, commissions to service provider personnel, board members, other organisations or any other person;
- traffic fines, of any type;
- sitting fees or an honorarium to any board member. ‘Sitting fees’ includes the remuneration of a board member in any way for attendance at meetings or for time expended in the course of undertaking the business of the board. It does not prevent the payment of reasonable travel expenses for the purpose of attending to the business of the Board;
- relieving cash flow problems in other activities;
- security for the purpose of obtaining or complying with any form of loan, credit, payment or other interest;
- finance leases or purchasing real property unless otherwise agreed beforehand in writing by the department;
- sale and lease back arrangements;
- the purpose of establishing a subsidiary or other commercial entity;
- the purchase of assets, unless otherwise agreed beforehand in writing by the department;
- payment of any application or legal fees in relation to any litigation in any court or tribunal; and
- other activities as outlined in the Program Manual.

5 The assessment criteria

This is a targeted restricted grant opportunity with applications being assessed against the assessment criteria. You must address all of the following assessment criteria in your application. Your responses to each assessment criteria should be limited to 1000 words.

The outcome of the assessment against the selection criteria will be used to identify those applications that will best meet the objectives of the program.

Criterion 1

Alignment with NATSIFAC Program Objectives

Demonstrate how the activities of your organisation’s proposal will align with the NATSIFAC Program objectives.

Your response should include:

- The number of residential places being sought;
- The number of beds available at the service to provide residential services in a residential setting;
- If relevant, how many places are you seeking to change from low care to high care;
- Demonstrated need for residential aged care services in the identified community;
• Demonstrate the need for high care residential places for care recipients with increased and complex care needs;
• The geographical location of where the residential places will be delivered;
• Evidence that your organisation has consulted with the identified community about its aged care needs; and
• An overview of how your organisation will effectively deliver residential aged care services to meet the changing needs of aged care recipients within the identified community.

Criterion 2

Organisational Capacity and Performance
Demonstrate your organisation’s capacity to implement new places in a timely manner and deliver residential aged care services over a sustained period in accordance with the Government’s expectation of additional places allocated under the expansion of the program.

Your response should include:
• A table which details the implementation timeframe;
• Information about infrastructure and resources to be used to accommodate additional places sought in this application;
• If applying to convert from residential low care to high care provide information about infrastructure and resources to deliver the increased level of care required;
• A summary of the current or proposed workforce and the skills and qualifications required to deliver residential aged care services;
• Examples which demonstrate your organisations ability to meet the regulatory and legislative requirements associated with delivery of aged care services; and
• Details of the suitability and experience of your organisations key personnel.

Criterion 3

Efficient and Effective Use of Grant Funds
Demonstrate your organisation’s experience in developing, delivering, managing and monitoring health and/or aged care services to Aboriginal and Torres Strait Islander people.

Your response should include:
• Evidence of your organisation’s experience in delivering and managing direct care services in remote and very remote locations;
• Details of financial management and the methods that your organisation uses in order to ensure sound financial management; and
• How your organisation will work with older Aboriginal and Torres Strait Islander people to deliver residential places in the identified community.

6 How to Apply

Before applying, you must read and understand:
• the 2018-2019 Residential Expansion Round Grant Opportunity Guidelines (this document);
• the NATSIFAC Program Manual;
• the 2018-2019 Residential - NATSIFAC Program Expansion Grant Opportunity application form; and
• the Commonwealth Standard Grant Agreement and supplementary conditions to the Commonwealth Standard Grant Agreement.
These documents may be found at GrantConnect. Any alterations and addenda will be published on GrantConnect and by registering on this website, you will be automatically notified on any changes. Where there are any inconsistencies, GrantConnect is the authoritative source.

To apply you must
- complete the online grant opportunity application form on www.grants.gov.au;
- provide all the information requested;
- meet eligibility criteria;
- address all assessment criteria;
- include all necessary attachments; and
- submit your application to Grant.ATM@health.gov.au by 2.00pm Canberra local time on Wednesday, 23 March 2019.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration and is a serious offence under the Criminal Code 1995 (Cth). We will investigate any false or misleading information and may exclude your application from further consideration.

If you find an error in your application after submitting it, you should call us immediately on 02 6289 5600. The department does not have to accept any additional information, nor requests from applicants to correct applications after the closing time.

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

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

You should keep a copy of your application and any supporting documents.

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

If you need further guidance around the application process or if you are unable to submit an application online contact us at Grant.ATM@health.gov.au or by calling 02 6289 5600.

6.1 Timing of grant opportunity

You must submit an application between the published opening and closing dates. We cannot accept late applications.

If you are successful, we expect you will be able to commence your NATSIFAC Program Residential Service in July 2019.

Table 1: Expected timing for this grant opportunity

<table>
<thead>
<tr>
<th>Activity</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open on GrantConnect</td>
<td>8 weeks</td>
</tr>
<tr>
<td>Assessment of applications</td>
<td>6 weeks</td>
</tr>
<tr>
<td>Approval of outcomes of selection process</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Negotiations and award of grant agreements</td>
<td>2 weeks</td>
</tr>
<tr>
<td>Notification to unsuccessful applicants</td>
<td>2 weeks</td>
</tr>
<tr>
<td>Earliest start date of NATSIFAC Program</td>
<td>July 2019</td>
</tr>
<tr>
<td>Residential Care</td>
<td></td>
</tr>
<tr>
<td>End date of grant activity or agreement</td>
<td>30/06/2022</td>
</tr>
</tbody>
</table>

2 Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) documents and Frequently Asked Questions (FAQ) documents
6.2 Attachments to the application

We require the following documents with your application:

- proof of entity type;
- most recent organisational financial statement;
- letters of support from members of the community where residential care services are proposed to be delivered (see Assessment Criteria 1);
- a table which details the implementation timeframe for new residential places (Assessment Criteria 2); and
- documents that provide evidence to support your claims.

For Type C organisations

- attach to your application, proof of ownership or leasing arrangements and certification from the relevant governing body of adherence to building and fire safety code; and
- attach to your application, a detailed floor plan which shows dimensions of care recipient rooms and number of beds per room.

You must attach supporting documentation to the application form in line with the instructions provided within the form.

6.3 Questions during the application process

If you have questions relating to clarification of information, technical issues or processes during the application period, please email Grant.ATM@health.gov.au. The department will respond to emailed questions within three working days.

Questions close five full business days before the end of the application period. This allows the department to disseminate information to applicants with sufficient time for the applicant to consider the impact of the response on their application.

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

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

7 The grant selection process

We first review your application against the eligibility criteria. Only eligible applications will move to the next stage. We consider eligible applications through a targeted competitive grant process.

We will then assess your application against the assessment criteria (see section 5) and against other applications. We consider your application on its merits, based on:

- how well it meets the criteria;
- how it compares to other applications; and
- whether it provides value with relevant money.3

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

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

3 See glossary for an explanation of ‘value with money’.
8 Assessment of grant applications

8.1 Who will assess applications?
An assessment team will be established to assess each application on its merit and will score each application using the rating scale at Table 2. A quality assurance team will be established to ensure applications are assessed consistently and in accordance with these Grant Opportunity guidelines.

The assessment committee will review the assessed and quality assured application and compare it to other eligible applications before recommending which grant activities to fund. The assessment committee will be made up of departmental officers and may include representatives from the state and territories. All applications that satisfy the eligibility requirements set out in Section 3 will be assessed against each assessment criteria and rated against the Numerical Scoring Scale below. An overall rating for each application based on the Numerical Scoring Scale is obtained by totalling the scores for each criterion.
Table 2: Numerical Scoring Scale (10 Point)

<table>
<thead>
<tr>
<th>Rating (for individual criterion)</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent Quality – response to this criterion, including all sub-criteria exceeds expectations. Additional evidence* is available and confirms consistent superior performance against this criterion</td>
<td>9-10</td>
</tr>
<tr>
<td>Good quality – response to this criterion, addresses all or most sub-criteria to a higher than average standard. Some additional evidence* is available and confirms good performance against this criterion</td>
<td>7-8</td>
</tr>
<tr>
<td>Average quality – response against this criterion, meets most sub-criteria to an average but acceptable level. Some additional evidence* is available and provides some support for claims against this criterion</td>
<td>5-6</td>
</tr>
<tr>
<td>Poor quality – 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</td>
<td>2-4</td>
</tr>
<tr>
<td>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 additional evidence* available</td>
<td>0-1</td>
</tr>
</tbody>
</table>

*Additional evidence may include attachments to the application, previous departmental experience with this applicant, referee reports or information from other areas of the assessment of the criterion. The Assessment Committee will be made aware that this information could include personal information for the purposes of the Privacy Act 1988 and therefore should only be used or disclosed for the purpose of assessing the application for funding.

We may ask external advisors to inform the assessment process. Any advisor, who is not a Commonwealth Official, will be treated as one, and expected to act as one, in accordance with the CGRGs.

The assessment committee may also consider information about the applicant that is available through the normal course of the department’s business.

If the assessment process identifies unintentional errors of form in an application, the applicant may be contacted to correct or clarify the errors, but they will not be permitted to make any material alteration or addition.

A conflict of interest arises where a person makes a decision or exercises power in any way that may be, or may be perceived to be, influenced by either professional, commercial or personal interests or associations. Organisations will need to specify any real or perceived conflicts of interest in relation to this grant program in Section 2 of this application. Conflicts of interest identified in the assessment of applications will be dealt in accordance with the guideline documentation for this program.

The assessment committee will identify those applications that will best meet the policy objectives and priority of the NATSIFAC Program and make recommendations to the Departmental Delegate which applications to approve for a grant.

8.2 Who will approve grants?

The Assistant Secretary, Residential and Flexible Care Branch, who is the decision maker, decides which grants to approve taking into account the recommendations of the committee and the availability of grant funds.

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

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

The Assistant Secretary will not approve funding if there is insufficient program funding available across relevant financial years for the program, or if the application does not represent value with money.

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

9 Notification of application outcomes

We will advise you of the outcome of your application in writing. If you are successful, we will advise you of any specific conditions attached to the grant.
9.1 Feedback on your application
If you are unsuccessful, you may ask for feedback within 4 weeks of being advised of the outcome. We will give verbal feedback within 4 weeks of your request.

10 Successful grant applications

10.1 The grant agreement
If you are successful, you must enter into a legally binding grant agreement with the Commonwealth represented by the department and undertake grant activities in accordance with the NATSIFAC Program Manual, grant agreement, which includes the general grant conditions, and supplementary conditions. We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. If you choose to start delivering residential care services under the NATSIFAC Program before you have an executed grant agreement, you do so at your own risk.

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

10.2 Standard grant agreement
The department will use the Commonwealth Standard Grant Agreement and supplementary conditions for grantees receiving funding. You will have 30 days from the date of a written offer to execute this grant agreement with the Commonwealth (‘execute’ means both you and the Commonwealth have signed the agreement). During this time, we will work with you to finalise details. The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application. We will review any required changes to these details to ensure they do not impact the delivery of NATSIFAC Program Residential Care Services as approved by the Decision Maker.

The successful applicant must undertake grant activities in accordance with the NATSIFAC Program Manual, and the grant agreement, which includes the general grant conditions, and supplementary conditions.

The successful applicant will be responsible for:

- ensuring:
  - the terms and conditions of the grant agreement are met;
  - the activity is managed in efficient and effective manner; and
  - activity outputs and outcomes are in accordance with the grant agreement.

- employing and managing staff required to deliver the Activity;

- advising the department of any emerging issues that may impact on the success of the activity;

- identifying, documenting and managing risks and putting in place appropriate mitigation strategies;

- complying with record keeping, reporting and acquittal requirements in accordance with the grant agreement; and

- participating in activity evaluation as required for the period specified in the grant agreement.

10.3 Specific legislation, policies and industry standards
In delivering the Activity, service providers are required to:

- comply with all relevant legislation;

- ensure that workers (paid and voluntary) are suitably qualified or are undertaking training appropriate to the service they deliver;

- meet police check and reportable assault requirements; and

- adhere to the Charter of Care Recipients' Rights and Responsibilities – Residential Care, to the care services being provided (see Appendix B and C of the NATSIFAC Program Manual).

Service providers are required to meet all relevant legislative and regulatory requirements related to the provision of aged care services and under the provisions of any law including but not limited to the:

- Crimes Act 1914;
- Criminal Code Act 1995;
- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984;
- Disability Discrimination Act 1992;
- Equal Opportunity for Women in the Workplace Act 1999;
- Aged Discrimination Act 2004;
- Ombudsman Act 1976;
- Auditor-General Act 1997;
- Public Governance, Performance and Accountability Act 2013;
- Work Health and Safety Act 2011; and
- Privacy Act 1988 and its associated Australian Privacy Principles.

Service providers must also comply with all relevant state and territory legislation, including legislation applicable to working with children and vulnerable people.

10.4 How we pay the grant

The grant agreement will state the:
- maximum grant amount to be paid.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments quarterly according to an agreed schedule set out in the grant agreement.

10.5 Keeping us informed

We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due.

You must also inform us of any changes to your
- name;
- addresses;
- nominated contact details; and
- bank account details.

If you become aware of a breach of terms and conditions under the grant agreement, you must contact us immediately.

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

11 Announcement of grants

If successful, your grant will be listed on the GrantConnect website 30 calendar days after the date of effect as required by Section 5.3 of the CGRGs.

12 How we monitor your grant activity

12.1 Types of reports

12.1.1 Progress reports

You must submit reports in line with the grant agreement. Reporting requirements will include:
- Six-monthly service activity and financial reports;
- Annual reports including an audited financial report for each financial year funded under the grant agreement; and
- End of agreement and financial acquittal reports.

Progress reports should also include the following:
• Any potential project issues that could impact on timelines and quality of deliverables;
• Approaches or strategies for resolving any identified issues;
• Variance between proposed budget and actual expenditure (subject to approval specified in the grant agreement);
• Acquittals of funding and expenditure; and
• Recommendations for improving the performance of the Activity against the performance indications.

The successful applicant will be required to take out and maintain, for the period specified in the grant agreement, all types and amounts of insurance necessary to cover the obligations of the organisation in relation to the Activity.

We will monitor progress by assessing reports you submit and may conduct site visits or request records to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information or request an independent audit of claims and payments.

12.1.2 Ad-hoc reports

We may ask you for ad-hoc reports on your grant. This may be to provide an update on progress, or any significant delays or difficulties in delivering aged care services under the NATSIFAC Program.

12.1.3 Audited financial acquittal report

You will need to provide an independently audited financial acquittal report. A financial acquittal report will verify that you spent the grant in accordance with the grant agreement. Compliance visits and record keeping

12.2 Compliance visits and record keeping

The Australian Government is committed to high quality care for older Australians and considers the health, safety and welfare of aged care recipients a high priority. As part of reforms to the aged care system, the Department of Health has worked with the sector to develop a single set of Quality Standards for all aged care services.

Subject to parliamentary processes, from 1 July 2019, this new single set of standards, called the Aged Care Quality Standards, will replace the:
• Accreditation Standards;
• Aged Care Quality Standards;
• National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework Standards; and
• Transition Care Standards.

Transition to the new Aged Care Quality Standards has begun. Providers will continue to be assessed against the current standards until 30 June 2019, with assessment and monitoring against the new Aged Care Quality Standards starting from 1 July 2019.

The Aged Care Quality Standards will:
• increase the focus on quality outcomes for consumers;
• recognise the diversity of service providers and consumers;
• better target assessment activities based on risk; and
• reflect best practice regulation.

Services providers will be required to meet the new Aged Care Quality Standards.

The Australian Government’s Aged Care Quality and Safety Commission undertakes quality reviews of service providers funded under the NATSIFAC Program. We may also visit you to review your compliance with the grant agreement. We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

12.3 Evaluation

We will evaluate your performance in delivering services under the NATSIFAC Program through six monthly performance reports to measure how well the grant recipient is meeting the objectives and outcomes of the NATSIFAC Program.
13 **Probity**

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

### 13.1 Enquiries and feedback

The department’s grants management complaint handling process applies to complaints about this grant opportunity. All complaints about a grant process must be lodged in writing.

Any questions you have about grant decisions for this grant opportunity should be sent to Grant.ATM@health.gov.au

If you do not agree with the way the Department of Health 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 of Health.

The Commonwealth Ombudsman can be contacted on:

- Phone (Toll free): 1300 362 072
- Email: ombudsman@ombudsman.gov.au
- Website: www.ombudsman.gov.au

### 13.2 Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if Department of Health 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 interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently; or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/grant opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform the Department of Health in writing immediately.

Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13(7)) of the *Public Service Act 1999*. Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy available on the department’s website.

### 13.3 Privacy: confidentiality and protection of personal information

We 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.

You are required, as part of your application, to declare your 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. You must ask for the entity’s consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you 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 under this grant opportunity in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We 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 we can research, assess, monitor and analyse our programs and activities;
- employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery;
- other Commonwealth, State, Territory or local government agencies in program reports and consultations;
- the Auditor-General, Ombudsman or Privacy Commissioner;
- the responsible Minister or Parliamentary Secretary; and
- a House or a Committee of the Australian Parliament.

We may share the information you give us 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;

We will treat the information you give us as sensitive and therefore confidential if it meets all of the four conditions below:

1. you clearly identify the information as confidential and explain why we should treat it as confidential;
2. the information is commercially sensitive;
3. revealing the information would cause unreasonable harm to you or someone else; and
4. the grant agreement will include any specific requirements about special categories of information collected, created or held under the grant agreement.

13.4 Freedom of information

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

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

By mail: Freedom of Information Coordinator
FOI Unit
Department of Health
GPO Box 9848
CANBERRA ACT 2601

By email: foi@health.gov.au
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>accountable authority</td>
<td>Each Commonwealth entity has an accountable authority. The accountable authority for a Department of State is the Secretary of the Department.</td>
</tr>
<tr>
<td>Administering entity</td>
<td>When an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.</td>
</tr>
<tr>
<td>Aged Care Act 1997</td>
<td>The principal legislation that regulates the Residential Aged Care, Flexible Care, and Home Care Programs from 1 October 1997. The flexible aged care services funded under this Activity operate outside the regulatory framework of the Aged Care Act 1997.</td>
</tr>
<tr>
<td>assessment criteria</td>
<td>The specified principles or standards against which applications will be judged. These criteria are used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.</td>
</tr>
<tr>
<td>Care Plan</td>
<td>A plan developed in consultation with the care recipient which describes the type of services to be provided, the frequency and hours of actual service provision, the location at which the service will be provided and the respective responsibilities of the service provider, its staff and the care recipient.</td>
</tr>
<tr>
<td>Care Recipient</td>
<td>A person receiving flexible aged care services.</td>
</tr>
<tr>
<td>Clinical Care</td>
<td>Care supervised or provided by a registered practitioner (i.e. Doctor, Registered nurse or Enrolled nurse).</td>
</tr>
<tr>
<td>commencement date</td>
<td>The expected start date for the grant activity.</td>
</tr>
<tr>
<td>completion date</td>
<td>The expected date that the grant activity must be completed and the grant spent by.</td>
</tr>
<tr>
<td>Co-located</td>
<td>Refers to services that are either located in the same physical space although not necessarily fully integrated with one another.</td>
</tr>
<tr>
<td>Co-sponsoring entity</td>
<td>When two or more entities are responsible for the policy and the appropriation for outcomes associated with it.</td>
</tr>
<tr>
<td>Cultural Safety</td>
<td>Cultural Safety is about recognising, respecting and nurturing the unique cultural identity of Aboriginal and Torres Strait Islander people and meeting their needs, expectations and rights. It is expected that the principle of cultural safety will be recognised and embedded in all aspects of the service provider’s service delivery and quality systems. The service provider should ensure that policies, procedures and practices are in place to ensure the service delivers flexible, culturally appropriate care. The service provider should also ensure that individual care recipient interests, customs, beliefs and cultural backgrounds are valued and nurtured, and that the service assists care recipients to stay connected with their family and community.</td>
</tr>
<tr>
<td>Commonwealth entity</td>
<td>A department of state, 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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Commonwealth Grants Rules and Guidelines (CGRGs)</td>
<td>The CGRGs establish the overarching Commonwealth grants policy framework and the expectations for all non-corporate Commonwealth entities in relation to grants administration.</td>
</tr>
<tr>
<td>date of effect</td>
<td>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.</td>
</tr>
<tr>
<td>decision maker</td>
<td>The person who makes a decision to award a grant.</td>
</tr>
<tr>
<td>eligibility criteria</td>
<td>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.</td>
</tr>
</tbody>
</table>
| grant                                     | For the purposes of the CGRGs, a ‘grant’ is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:  
                                          |   a) under which relevant money or other CRF money is to be paid to a grantee other than the Commonwealth; and  
                                          |   b) which is intended to help address one or more of the Australian Government’s policy outcomes while assisting the grantee to achieve its objectives. |
| 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.                                                                    |
| 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. |
| GrantConnect                               | GrantConnect is the Australian Government’s whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs. It is available at www.grants.gov.au. 
<pre><code>                                      | Non-corporate Commonwealth entities must publish on GrantConnect to meet the grant publishing requirements under the CGRGs. Where information is published in more than one location, and there are inconsistencies, GrantConnect is the authoritative, auditable information source. |
</code></pre>
<p>| grant opportunity                          | A notice published on GrantConnect advertising the availability of Commonwealth grants.                                                                                                                     |
| grant program                              | Is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement Program.                                                                                                    |
| grantee                                    | An individual/organisation that has been awarded a grant.                                                                                                                                                   |
| Modified Monash Model                      | The Modified Monash Model (MMM) is the Department of Health’s classification system that categorises metropolitan regional, rural and remote areas according to both geographical remoteness and town size. |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>PBS Program</td>
<td>Described within the entity’s Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities.</td>
</tr>
<tr>
<td>residential care</td>
<td>Residential care provided in a residential facility in which the care recipient is also provided with accommodation and nursing care and services.</td>
</tr>
<tr>
<td>Residential high care</td>
<td>On 1 July 2014, the distinction between low care and high care in permanent residential aged care was removed for places under the Aged Care Act 1997. All permanent residential aged care is provided on an ‘ageing in place’ basis. Under the NATSIFAC Program, residential high care provides accommodation and high level care for people who have complex care needs and require significant assistance with all activities of daily living such as feeding, dressing, bathing and mobility.</td>
</tr>
<tr>
<td>Residential Respite Care</td>
<td>Residential care is provided on a permanent or respite basis. Residential respite provides short-term care on a planned or emergency basis in aged care facilities to people who have been assessed and approved to receive it. The primary purpose of residential respite is to give a carer or care recipient a break from their usual care arrangements.</td>
</tr>
<tr>
<td>selection criteria</td>
<td>Comprise eligibility criteria and assessment criteria.</td>
</tr>
<tr>
<td>selection process</td>
<td>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.</td>
</tr>
<tr>
<td>Value with money</td>
<td>Value with money in this document refers to ‘value with relevant money’ which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations. When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:</td>
</tr>
<tr>
<td></td>
<td>- the quality of the project proposal and activities;</td>
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<td>- fitness for purpose of the proposal in contributing to government objectives;</td>
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<td></td>
<td>- that the absence of a grant is likely to prevent the grantee and government’s outcomes being achieved; and</td>
</tr>
<tr>
<td></td>
<td>- the potential grantee’s relevant experience and performance history.</td>
</tr>
</tbody>
</table>