



Australian Government

**Department of Health
and Aged Care**

**Access and Information Program
Aged Care Volunteer Visitors Scheme
2023/24 to 2025/26 Grant Opportunity Guidelines
GO5795**

Opening date:	Monday 17 October 2022
Closing date and time:	11.00am (Canberra time) on Monday 28 November 2022
Commonwealth policy entity:	Department of Health and Aged Care (department)
Administering entity:	Community Grants Hub
Enquiries:	If you have any questions, contact the department via email: grant.atm@health.gov.au . Questions should be sent no later than 11.00am (Canberra time) on Monday 21 November 2022.
Type of grant opportunity:	Open Competitive

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1 Access and Information Program: Aged Care Volunteer Visitors Scheme

The Aged Care Volunteer Visitors Scheme is designed to achieve Australian Government objectives. This grant opportunity is part of the above grant program which contributes to the Department of Health and Aged Care Outcome 3. The Department of Health and Aged Care works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).



The grant opportunity opens

We publish the grant opportunity guidelines on [GrantConnect](#).



You complete and submit a grant application

You complete the Application Form and address all of the eligibility and assessment criteria to be considered for a grant.



We assess all grant applications

We assess the applications against eligibility criteria. We assess your eligible application against the assessment criteria including an overall consideration of value for 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 will be proportional to the risks involved.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. The Community Grants Hub manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the grant opportunity

We evaluate your specific grant activity and the grant opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Introduction

These guidelines contain information for the Aged Care Volunteer Visitors Scheme (ACVVS) grant opportunity.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity;
- the eligibility and assessment criteria;
- how grant applications are considered and selected;
- how grantees are notified and receive grant payments;
- how grantees will be monitored and evaluated; and
- responsibilities and expectations in relation to the opportunity.

NOTE:

- An application is not a guarantee of funding.
- Funding and volunteer visitor placements awarded to successful grant applications may vary from the number of volunteer visitor placements the applicant/s applied for.
- Organisations can apply to deliver ACVVS in a Residential Aged Care or Home Care Package setting or both settings.
- ACVVS Network Member applicants do not have to apply to deliver ACVVS visits.
- ACVVS Network Members cannot be appointed as a Diversity, Complex Vulnerability and Cultural Advisor.
- The Community of Practice Coordinator role is an additional role open to organisations applying for the Network Member role. Successful organisations will be required to provide an individual/s to undertake both roles.
- Separate applications are required for the Network Member role, Community of Practice Coordinator, ACVVS delivery and the Diversity, Complex Vulnerability and Cultural Advisor.
- The grant opportunity is offered as per the:
 - Aged Care Act 1997
 - Aged Care Volunteer Visitors Scheme National Guidelines

2 About the grant program

The Access and Information Program is an Australian Government Initiative administered by the Department of Health and Aged Care (the department) to improve the wellbeing of older Australians through targeted support, access to quality care and related information services. The objective of the program is to support equitable and timely access to aged care services and information for older Australians, their families, representatives and carers.

The ACVVS previously known as the Community Visitors Scheme (CVS) is a sub-program of the Access and Information Program.

The CVS commenced in 1992-93 to support organisations to recruit volunteers to provide friendship and companionship through one-on-one visits to older people receiving Australian Government subsidised residential aged care who are socially isolated. In 2013-14 the CVS scope was expanded to include group visits in residential aged care homes (RACH) and one on one visits to Home Care Package recipients.

The Royal Commission into Aged Care Quality and Safety Final Report was published on 1 March 2021. Recommendation 44c stated the Australian Government (the Government) should promote volunteers and volunteering in aged care to support older people to live a meaningful and dignified life and supplement the support and care provided to them through the aged care system whether in their own home or in a residential care home, by: *'providing additional funding and expanding the Community Visitors Scheme and changing its name to the Aged Care Volunteer Visitors Scheme, to provide extended support for older people receiving aged care who are at risk of social isolation'*.

In response to the Royal Commission into Aged Care Quality and Safety Recommendation 44c, the Australian Government has provided a budget increase of \$49.78 million (GST exclusive) over 5 years for the transition to the more sustainable, effective and expanded ACVVS model. This increases total ACVVS funding for the 2023-24 to 2025-26 grant period by \$39.63 million from \$60.22 million to \$99.84 million.

A review of CVS was completed in October 2021 and key findings from the review, in-line with the recommendation 44c, are reflected in these guidelines for the ACVVS. The objectives of the program are:

- Deliver ACVVS one-on-one and group in person visits to older people receiving Australian Government subsidised residential aged care who are socially isolated;
- Deliver one-on-one in person visits to older people receiving Australian Government subsidised home care packages who are socially isolated;
- Provide Network Members (8) to represent and support auspices within each state and territory;
- Provide Diversity, Complex Vulnerability and Cultural advisors to participate in a diversity reference group to inform pathways for communication, engagement to promote inclusiveness, good relationships, and practices towards diverse, complex vulnerability and cultural minority groups; and
- Provide Community of Practice (CoP) Coordinators to collaborate effectively with auspices to share knowledge, cultivate best practice and foster innovation.

The intended outcomes of the program are:

- Provide friendship and companionship to older people receiving Australian Government subsidised residential aged care or home care packages who are socially isolated.

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

2.1 About the grant opportunity

The department is holding an open competitive funding round to award community visitor grants to suitably qualified and experienced providers to deliver ACVVS in the community and residential aged care. The ACVVS will deliver services over three years from 1 July 2023 to 30 June 2026. Funding for this round will be made available through four activities:

- Activity 1: Delivery of the ACVVS to Australian Government subsidised Residential Care and Home Care Package recipients
- Activity 2: Network Members
- Activity 3: Diversity, Complex Vulnerability and Cultural Advisors
- Activity 4: Community of Practice Coordinators

2.2 Activity 1 - Delivery of Aged Care Volunteer Visitor Scheme (ACVVS) to Residential Care and Home Care Package

ACVVS Visits

Under the ACVVS, auspices recruit, train and match volunteers with residential aged care recipients or home care package recipients to provide the following types of visits:

- Home Care Package
 - One-on-one in person volunteer visits to recipients of an Australian Government subsidised home care package.
- Residential aged care:
 - One-on-one in person volunteer visits to recipients of an Australian Government subsidised residential aged care.
 - In person visits from one or more volunteers to two or more consumers of Australian Government subsidised residential aged care at the same time, occurring in the residential aged care home.

For recipients of either home care packages or residential aged care a virtual visit may occur in exceptional circumstances where a one-on-one in person visit cannot occur due to issues including but not limited to;

- geographical distance (between recipient and volunteer);
- illness;
- aged care home lockdowns; and
- a recipient specifically requesting a non-contact visitor volunteer.

Aged care recipients must agree to these exceptional alternative arrangements.

Virtual visit mediums include but are not limited to Facetime, Skype, telephone, email and or letter. All virtual visiting details to be reported via the online data reporting portal.

Volunteers engaged by ACVVS grant recipients must be a minimum of 18 years of age.

Aged Care Volunteer Visitors Scheme (ACVVS) Eligibility Criteria

People eligible to receive volunteer visits through the ACVVS are those who are:

- on the National Priority System, or have been approved for, or are in receipt of government aged care residential or a home care package;
- socially isolated, including if they belong to a diverse, complex vulnerability and or cultural group as per below (these groups are considered to have a higher risk of social isolation);

- do not have regular and reasonably frequent positive and engaged contact with friends or relatives (e.g., live in a RACH with limited contact with people who speak their language or share a cultural background);
- feel isolated and lonely;
- have frailty, mobility or communication impairment that prevents them from participating in social or leisure opportunities; and
- do not participate in social support group services funded by a Commonwealth subsidised aged care program.

Diverse, Complex Vulnerability and Cultural Groups*

Older people from particular linguistic, cultural and complex vulnerability backgrounds may be at greater risk of social isolation. These persons can include:

- people from Aboriginal and Torres Strait Islander communities;
- people from culturally and linguistically diverse backgrounds;
- people who live in rural or remote areas;
- people who are financially or socially disadvantaged;
- veterans;
- people who are homeless or at risk of becoming homeless;
- care leavers;
- parents separated from their children by forced adoption or removal;
- lesbian, gay, bisexual, transgender and Intersex people;
- people living with a disability;
- people who are deaf or hearing impaired/hard of hearing;
- people living with cognitive impairment including dementia; and
- people experiencing mental health conditions; and/or who have been exposed to significant trauma.

ACVVS auspices should ensure appropriate training and education is provided to volunteers who are matched with and visiting recipient's from a diverse, complex vulnerability or cultural background.

Priority will be given to applications servicing diverse, complex vulnerability and cultural audiences from organisations with demonstrated diverse, complex vulnerability and cultural experience and expertise.

ACVVS Coordinator Role

Auspices must nominate a Coordinator to manage their ACVVS service delivery.

Refer Coordinator Role - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – section 5.3.

ACVVS Referrals

The recipients of the ACVVS may be identified through the My Aged Care Assessment, Aged Care Specialist Officers, Care Finders, by their aged care provider, a family member or friend, or may have self-identified as a person who is socially isolated and would benefit from volunteer visits.

Stakeholder Networks

To support the delivery of quality, care recipient-focussed visits, and to facilitate linkages with those who may benefit from the ACVVS, funded organisations will be required to have effective and active engagement with all of the following agencies and services, or the ability to establish these linkages, in addition to their own stakeholder networks:

- Aged Care Providers (Residential Care and Home Care Package)
- ACVVS Network Members
- National Aged Care Advocacy Program (NACAP) Service Delivery Organisations
- Organisations representing diverse, complex vulnerability and cultural groups
- Partners in Culturally Appropriate Care (PICAC)
- Aged Care Quality and Safety Commission (ACQSC)
- My Aged Care Assessment Teams, Aged Care Specialist Officers and Care Finders.

Flexibility & Minimum Placement Criteria

- **Placement Numbers**

Auspices will be required to provide a minimum of twenty six (26) ACVVS volunteer visitor placements per annum in either the home care or residential aged care setting or a combination of both.

Applicants who are unable to service the minimum volunteer visitor placement criteria due to exceptional circumstance including but not limited to geographical distance or a minority, diverse, complexity or cultural target market may submit an exemption request to the minimum volunteer placement number criteria in the application. Exemptions will not be granted post agreement execution.

- **Aged Care Planning Region (ACPR) Exemption**

Auspices with agreements totalling 50 or less volunteer visitor placements and targeting 85%+ of their ACVVS placements to a single minority diverse, complex vulnerability and/or cultural group* as outlined above, will be allocated placements on a state/territory basis versus aged care planning regions.

- **Placements Outside of Own Organisation**

Auspices will be required to provide a minimum proportion of ACVVS home care and residential care volunteer visitor placements to clients outside of their organisation if they are also a home care or residential care provider, amounting to 25% or more of total placements as per the auspices executed agreement.

Applicants who are unable to service the placements outside of their organisation criteria due to exceptional circumstance including but not limited to geographical distance or a minority, diverse, complexity or cultural target market may submit an exemption request to the placements outside of own organisation criteria in the application. Exemptions will not be granted post agreement execution.

- **Placement Flexibility (setting only)**

To provide a degree of flexibility for auspices to continue to support clients as their needs change, the ACVVS agreement will detail the number of fixed and flexible placements. Flexibility applies to the setting type only (home care package and residential aged care). Flexible placement will total 15% of executed agreement placements.

The objectives of the grant opportunity (Activity 1) are:

- Delivery of ACVVS one-on-one and group in person visits to older people receiving Australian Government subsidised residential aged care who are socially isolated; and
- Delivery of one-on-one in person visits to older people receiving an Australian Government subsidised home care package who are socially isolated.

The intended outcomes of the grant opportunity are:

- Provide friendship and companionship through in person (face to face) visits to older people receiving Australian Government subsidised residential aged care and home care packages.

The activity will be measured against the below Performance Indicator/s (PIs).

Table 1.1: Performance Indicator/s – Activity 1 (PIs)

Performance indicator	Measure
1. Number of ACVVS visitations to older people receiving Australian Government subsidised residential aged care or home care package (minimum of 20 ACVVS visits per recipient per annum).	90% of the visitations funded to be completed
2. Number of ACVVS visitations delivered to cultural and diverse recipients.	90% of nominated cultural and diverse placements as per Activity Work Plan
3. Activity Work Plan (AWP) producing effective outcomes and service delivery.	100% compliance achieved
4. Compliance to all terms and conditions of the Grant Agreement, associated legislation and regulations.	100% compliance achieved

2.3 Activity 2 – Aged Care Volunteer Visitor Scheme (ACVVS) Network Members

ACVVS Network Member Role

The ACVVS Network Members represent and support auspices to deliver the program. A Network Member is funded for each state and territory. Successful applicant organisations for Activity 2 must nominate an individual to the role of Network Member to facilitate links between ACVVS auspices and the department and to provide support to the ACVVS auspices.

Refer Network Member Role - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – section 5.2.

The objectives of the grant opportunity (Activity 2) are to:

- Provide eight (8) Network Members to represent, support and visit auspices within each state and territory.

The intended outcomes of the grant opportunity are:

- Support auspices to recruit and train volunteers to provide friendship and companionship through in person (face to face) visits to older people receiving Australian Government subsidised residential aged care and home care packages.

Table 1.2: Performance Indicator/s (PIs) – Activity 2 (PIs)

Performance indicator	Measure
1. Bi-monthly meetings for State/Territory Auspices (minimum six per annum).	100% compliance achieved
2. Attendance at DOHAC Meetings	100% compliance achieved
3. Referrals distributed	100% of referrals forwarded to auspice within 7 calendar days
4. Auspice visits undertaken	100% compliance achieved
5. Activity Work Plan (AWP) producing effective outcomes and service delivery.	100% compliance achieved
6. Compliance to all terms and conditions of the Grant Agreement, associated legislation and regulations	100% compliance achieved

2.4 Activity 3 – Diversity, Complex Vulnerability and Cultural Advisor

The role of the ACVVS Diversity, Complex Vulnerability and Cultural Advisor is to participate in a diversity reference group to provide a diverse, complex vulnerability or culturally specific information, advice and feedback to improve the outcomes and future direction of ACVVS. As a minimum the advisor’s organisation must provide the majority of ACVVS placements to a diverse, complex vulnerability or cultural group and must have:

- Appropriate accreditation relevant to groups/persons serviced (e.g. LGBTIQ+ Rainbow Tick);
- Key staff with lived experience relevant to the groups/persons serviced; and
- Policies and procedures reflecting diversity, complex vulnerability and cultural engagement best practice.

Refer Diversity, Complex Vulnerability and Cultural Advisor Role - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – section 5.4.

The objectives of the grant opportunity (Activity 3) are to:

- Provide Diversity, Complex Vulnerability and Cultural Advisors (up to a maximum of ten (10) to be appointed).

The intended outcomes of the grant opportunity are:

- Inform pathways for communication, engagement to promote inclusiveness, good relationships, and practices towards diverse, complex vulnerability and cultural minority groups;
- Inform and guide the training to be provided to auspice coordinators and volunteers;
- Inform the development and content of the Community of Practice;
- Inform the department of systemic program issues impacting ACVVS service delivery for their diversity, complex vulnerability and/or cultural group; and
- Support the summative evaluation of the ACVVS program.

Table 1.3: Performance Indicator/s (PIs) – Activity 3 (PIs)

Performance indicator	Measure
1. Attendance at Bi-monthly Diversity, Complex Vulnerability and Cultural advisor group meetings.	100% compliance achieved
2. Compliance to all terms and conditions of the Grant Agreement, associated legislation and regulations	100% compliance achieved

2.5 Activity 4 – Community of Practice (CoP) Coordinator

The role of the CoP Coordinators is to collaborate effectively with auspices and Network Members to share knowledge, cultivate best practice and foster innovation. Membership and operation of this role is applicable to an organisation who has successfully been awarded the Network Members through the 2023 ACVVS Grant round. The successful organisation will provide an individual/s to undertake both roles.

Refer Community of Practice Coordinator Role - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – section 5.5

The objectives of the grant opportunity (Activity 4) are to:

- Provide Community of Practice Coordinators (up to a maximum of four (4) to be appointed).

The intended outcomes of the grant opportunity are:

- Identifying and reviewing training suitable for ACVVS;
- Development of a national framework for the delivery of ACVVS in residential care;
- Creating and delivery a minimum of six webinars/workshops per annum (topics of the day – information of the day);
- CoP portal general management, content governance and chat function administration;
- CoP attendance at the Diversity, Complex Vulnerability and Cultural Advisor reference group meetings to elicit feedback and content for the CoP portal;
- Creating and delivery content for the triennial conference (if applicable);
- Sharing or facilitation of ACVVS non-specific service training (ACVVS specific recruitment and retention strategies / engaging with RACH lifestyle coordinators); and
- Documenting lessons learned.

Table 1.4: Performance Indicator/s (PIs) – Activity 4 (PIs)

Performance indicator	Measure
1. CoP portal and available materials reviewed quarterly to ensure content is applicable and current, with lessons learnt documented.	100% compliance achieved
2. Delivery of ACVVS webinars/workshops (minimum six per annum)	100% compliance achieved

Performance indicator	Measure
3. Compliance to all terms and conditions of the Grant Agreement, associated legislation and regulations	100% compliance achieved

3 Grant amount and grant period

3.1 Grants available

The Australian Government has allocated a total of \$101.17 million over three years for the ACVVS. For this grant opportunity up to \$99.84 million is available over three years.

The grant opportunity will run from 1 July 2023 to 30 June 2026. Funding allocations will be based on the service delivery activity:

- Activity 1: Delivery of ACVVS face to face in person visits to Residential Care and Home Care Package recipients. \$1750 (GST exclusive) for each ACVVS volunteer visitor placement receiving at least 20 in person (face to face) visits per annum from an ACVVS volunteer. Grants will be for a minimum of 26 volunteer visitor placements per annum (refer 2.2).
- Activity 2: ACVVS Network Member
 - \$18,000 (GST exclusive) per annum per network member.
 - An additional levy of \$3.00 (GST exclusive) per ACVVS volunteer visitor placement per annum will be offered for ACVVS volunteer visitor placements as per the ACVVS volunteer visitor placements awarded to auspices in each state and territory effective 1 July 2023.
 - An additional travel allowance will be offered per annum reflecting the size of the jurisdiction:
 - QLD, NT, SA, WA \$4,600 (GST exclusive);
 - NSW, VIC, TAS \$4,000 (GST exclusive); and
 - ACT \$1,000 (GST exclusive).
- Activity 3: ACVVS Diversity, Complex Vulnerability and Cultural Advisor \$3,150 (GST exclusive) per annum per advisor.
- Activity 4: ACVVS Community of Practice Coordinators \$18,000 (GST exclusive) per annum per coordinator.

Funding for activity 1,2, 3 and 4 will be subject to indexation and will be indicated in the grant agreement.

There is no maximum grant amount, but grants cannot exceed the amount of available funds.

Table 2: Grant Opportunity Funding Available

2023-24 FY \$ M (GST exclusive)	2024-25 FY \$ M (GST exclusive)	2025-26 FY \$ M (GST exclusive)	Total \$ M (GST exclusive)
32.75	33.28	33.80	99.84

4 Eligibility criteria

The decision maker can choose to waive the eligibility criteria; however, they must be made aware of the risks.

4.1 Who is eligible to apply for a grant?

We cannot consider your application if you do not satisfy all of the eligibility criteria.

In accordance with Subsection 82-2 (1) of the Aged Care Act 1997 to be eligible you must be a body corporate. To be eligible you must be one of the following entity types:

- Indigenous Corporation
- Company¹
- Corporate Commonwealth Entity
- Corporate State or Territory Entity
- Local Government²
- Cooperative
- Incorporated Association

If you are applying as a Trustee on behalf of a Trust³, the Trustee must have an eligible entity type as listed above.

In accordance with Part 4 of the Grants Principles 2014 and Subsection 82-2 (3) of the Aged Care Act 1997, a body mentioned in that subsection is eligible to apply for a community visitors grant if the body is:

- (a) a local government authority; or
- (b) a charitable or religious body

Note: A body corporate that is an approved provider or a body that is directly associated with an approved provider is not eligible to make an application for a community visitors grant unless the body is a body mentioned in paragraph (a) or (b) (see subsection 82-2(3) of the Act).

Applications from consortia are acceptable and encouraged by the department (refer 7.2), noting the lead applicant is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity as per the list above.

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are a/an:

- Organisation, or your project partner is an organisation, included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme';
- Non-Corporate Commonwealth Entity;
- Non-Corporate Commonwealth Statutory Authority;
- Non-Corporate State or Territory Entity;

¹ Company is a company incorporated under the *Corporations Act 2001* (Cth).

² Includes New South Wales local governments created as body politics.

³ Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply by providing the signed Trust Deed and any subsequent variations with the application form. Trustees must be an eligible entity type as stated in section 4.1. Both the Trust's and Trustee's details will be collected in the application form.

- Non-Corporate State or Territory Statutory Authority;
- International Entity;
- Sole Trader;
- Statutory Entity;
- Partnership⁴;
- Person⁵;
- Unincorporated Association; and/or
- Any organisation not included in section 4.1

4.3 What qualifications, skills or checks are required?

ACVVS grant recipients must comply with all legislation, including:

- The *Aged Care Act 1997* and the associated *Grant Principles 2014*;
- The *Privacy Act 1988* and the associated *Australian Privacy Principles*;
- The *Aged Discrimination Act 2004*;
- The *Sex Discrimination Act 1984*;
- The *Racial Discrimination Act 1975*; and
- The *Disability Discrimination Act 1992*.
- Multicultural Access and Equity Policy (refer 10.2.1)
- National Redress Scheme (refer 10.2.2)
- National Police Check
- NDIS Worker Check

These requirements include the following conditions, as set out in Section 17 (2) of the *Grant Principles 2014*:

- (1) For paragraph 82-4(a) of the Act, this section sets out conditions that a community visitors grant is subject to.

Note: A community visitors grant may also be subject to conditions set out in the community visitors grant agreement under which the grant is made (see paragraphs 82-4(b) and (c) of the Act).

- (2) A body to which a community visitors grant has been made must not employ or otherwise engage a person to be a community visitor on and after a day unless:

- (a) the body is satisfied that the person meets the requirements in subsection (2A) in relation to that day; and
- (b) if the person has been, at any time after turning 16, a citizen or permanent resident of a country other than Australia—the person has made a statutory declaration stating that the person has never been:
 - (i) convicted of murder or sexual assault; or
 - (ii) convicted of, and sentenced to imprisonment for, any other form of assault.

- (2A) A person meets the requirements in this subsection in relation to a day if:

- (a) there is for the person a police certificate that:

⁴ Partnership – the individual partners will enter into the agreement with the agency. A Partnership Agreement or a list of all individual partners of the Partnership may be requested.

⁵ A person is a natural person, an individual, a human being.

- (i) is dated not more than 3 years before that day; and
 - (ii) does not record that the person has been convicted of murder or sexual assault or convicted of, and sentenced to imprisonment for, any other form of assault; or
- (b) the person has an NDIS worker screening clearance that:
- (i) was issued not more than 5 years before that day; and
 - (ii) is not suspended.
- (3) Nothing in this section affects the operation of Part VIIC of the *Crimes Act 1914* (which includes provisions that, in certain circumstances, relieve persons from the requirement to disclose spent convictions and require persons aware of such convictions to disregard them).

ACVVS grant recipients must comply with all relevant state and territory legislation, including satisfying relevant requirements for working with vulnerable persons.

Volunteers engaged by ACVVS grant recipients must be a minimum of 18 years of age.

4.4 Service Coverage Areas

The application form requires applicants to specify the volunteer visitor placement setting types and the aged care planning regions where services will be provided. The assessment of applications will not be impacted by the nomination of settings or aged care planning regions.

This information is required for the allocation of funding and volunteer visitor placements based on the assessment ranking of applicants accessed suitable.

5 What the grant money can be used for

5.1 Eligible grant activities

Eligible activities must directly relate to the grant opportunity including:

- Activity 1: Delivery of the ACVVS to Residential Care and Home Care Package
- Activity 2: Network Member
- Activity 3: Diversity, Complex Vulnerability and Cultural Advisor
- Activity 4: Community of Practice (CoP) Coordinator

5.2 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred for eligible grant activities and you must incur the expenditure on your grant activities between the start date and end date of your grant activity for it to be eligible.

Eligible expenditure items include:

- ACVVS Coordinator, Network Member, Advisor and/or CoP Coordinators wage/salary and associated payroll oncosts;
- general administration costs such as contributions to rent, postage, telephone, electricity and office supplies;
- reimbursement of volunteer visitors out of pocket expenses at the discretion of the ACVVS auspices (example – visitor travel costs to the visit the care recipient);
- recruitment, training and orientation expenses for community visitors and ACVVS coordinators;
- mandatory police, NDIS worker and vulnerable people checks/renewals;

- expenses directly associated with the promotion, insurance and audit of ACVVS; and
- professional translation or interpreting services (if applicable)

The Network Member travel allowance is provided to facilitate Network Members visiting auspices and representing ACVVS to other relevant bodies within their jurisdiction.

Eligible travel allowance expenditure includes:

- economy air travel/car hire;
- accommodation costs;
- employee travel allowances; and
- ad hoc ACVVS travel allowance expenditure (pre-approved by the department).

5.3 What the grant money cannot be used for

Ineligible expenditure items for the grant include:

- the hiring of buses or special vehicles to transport Commonwealth subsidised aged care recipients or volunteer visitors to functions;
- entry fees to clubs or events;
- subscription and/or memberships to clubs;
- gifts to volunteer visitors and/or Commonwealth aged care recipients;
- major capital expenditure, construction/capital works, land acquisition;
- underwriting deficits and/or the covering of retrospective costs;
- overseas travel;
- costs incurred in the preparation of a grant application or related documentation;
- expenses related to other programs or grant monies; and
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

6 The assessment criteria

You must address all the following assessment criteria in the application. We will assess your application based on the weighting given to each criterion.

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

The Application Form includes text/character limits.

Meeting the assessment criteria does not guarantee funding. Funding is limited and applications will be assessed and prioritised according to the extent to which they meet the selection criteria. Only applications meeting the selection criteria to a high degree are likely to be considered for funding.

Criterion 1

Alignment with Grant Opportunity Objectives [Character limit 6000, approximately 900 words, weighting 30%]

Describe how the grant activity contributes to the objectives and outcomes of the grant opportunity as described at Section 2 - About the Program. You must demonstrate this through identifying:

- how the activities proposed in your organisation’s application align with the grant opportunity’s objectives and outcomes; and
- how your organisation will identify, engage and collaborate with relevant stakeholders to ensure the effective delivery of the grant objectives and outcomes, particularly in relation to your ability to target people who are socially isolated including diversity, complex vulnerability and cultural groups.

The applicant’s response must include completion of the following attachments (using the applicable templates provided on GrantConnect):

Activity 1 Applicants must complete the following attachments contained in the Activity 1 Template Pack:

- AWP Nomination - Table A1.1
- AWP Diversity – Table A1.2
- AWP Delivery – Table A1.3
- Grant Indicative Budget - Table A1.4

Activity 2 Applicants must complete the following templates contained in the Activity 2 Template Pack:

- AWP Delivery – Table A2.1
- Grant Indicative Budget - Table A2.2

Activity 4 Applicants must complete the following templates contained in the Activity 4 Template Pack:

- Grant Indicative Budget - Table A4.1

Exemption applications (Activity 1 applicants only if applicable - minimum 26 / outside of own organisation) must detail the exemption reasoning in the Exemption questions under the Project/Activity Detail tab of the online application form.

Attachments do not count towards the character limit for Criterion 1.

Criterion 2

Organisational Capacity [Character limit 6000, approximately 900 words, weighting 30%]

Describe your organisation’s capability to administer client focussed programs in an efficient outcome focussed manner. In providing your response to this criterion you must include, but are not limited to:

- Detailing your organisations appropriate experience, skills, adequate infrastructure and resources to enable you to carry out the applicable services as listed in section 2.2, 2.3, 2.4 and/or 2.5;
- Detailing your key performance indicator results from your delivery of the Community Visitors Scheme or a similar service/program; and
- Where your principal place of business is located and whether all or part of the activity will be carried out at these facilities. Detail how you will effectively manage and deliver the grant in your coverage area.

If this grant application is being delivered by a consortium, provide detail of the consortiums capacity to administer programs in an efficient, outcome focussed manner and your experience working and communicating with the other participating organisations (refer 7.2).

Criterion 3

Stakeholder Engagement [Character limit 3500, approximately 525 words, weighting 15%]

Describe how your organisation will engage and manage key stakeholders. In providing your response to this criterion you should include, but are not limited to:

- Details on your organisation/consortium strategies to work with local government, the community, Aboriginal and Torres Strait Islander peoples/leaders/elders, health professionals and other service providers in the region to engage key stakeholders;
- Details of your organisation/consortium's existing service footprint within the region; and
- Details of how you will overcome potential or known issues or barriers.

Criterion 4

Diverse, Complex Vulnerability and Cultural Groups [Character limit 3500, approximately 525 words, weighting 15%]

Over sixty percent of current CVS recipients could be identified with a diverse, complex vulnerability and/or cultural background. Describe how your organisation if successful in your grant application will ensure the embracing delivery and promotion of a diverse, complex vulnerability and cultural ACVVS.

In providing your response to this criterion you should include, but are not limited to:

- Your organisations policies and procedures reflecting diversity, complex vulnerability and cultural engagement best practice;
- Experience engaging with diverse complex vulnerability and cultural groups/persons; and
- Details of your organisations accreditation relevant to groups/persons serviced (e.g. LGBTIQ+ Rainbow Tick, First Nations).

Word limit for criterion 4 does not include your organisations supporting attachment (maximum 1).

Criterion 5

Risk and Risk Management [Character limit 3500, approximately 525 words, weighting 10%]

Demonstrate your organisations capacity to identify and manage the risks associated with the delivery of the grant activity. Your response in the application form should include high level risks in delivering grant activities with likelihood, consequences, impact, treatment and business continuity strategies in the template provided. The applicant's response must include completion of the following attachment (using the applicable template provided on GrantConnect):

Activity 1 Applicants must complete the following attachment contained in the Activity 1 Template Pack:

- Risk Management Plan – Table A3

Activity 2 Applicants must complete the following attachment contained in the Activity 2 Template Pack:

- Risk Management Plan – Table A3

Attachments do not count towards the character limit for Criterion 5.

7 How to apply

Before applying, you must read and understand these guidelines and the Application Form.

These documents are found on [GrantConnect](#). Any alterations and addenda⁶ will be published on GrantConnect and by registering on this website, you will be automatically notified on any changes. GrantConnect is the authoritative source for grants information.

To apply you must:

- **Please read all available documentation about the grant opportunity provided on GrantConnect:**
- complete the online application form via GrantConnect; provide all the information requested;
- address all eligibility criteria and assessment criteria;
- include all necessary attachments; and
- submit your online application/s by the closing date and time as specified on the front cover of these guidelines.

Separate applications are required for:

- Activity 1 ACVVS delivery.
- Activity 2 Network Member role/s.
- Activity 3 Diversity, Complex Vulnerability and Cultural Advisor
- Activity 4 Community of Practice Coordinator

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

If you find an error in your application after submitting it, you should contact us immediately on grant.atm@health.gov.au or call (02) 6289 5600. We do not have to accept any additional information, nor requests from you to correct your application 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.

⁶ 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.

7.1 Attachments to the Application

You should keep a copy of your application and any supporting documents. You will receive an automated notification acknowledging the receipt of your application with a copy of your application.

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

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

If applying for **Activity 1**, please respond to criterion 1, 2, 3, 4 & 5 and we require the following documents with your application:

- Activity 1 Template Pack (template on GrantConnect) which includes:
 - AWP Nomination - Table A1.1
 - AWP Diversity – Table A1.2
 - AWP Delivery – Table A1.3
 - Grant Indicative Budget - Table A1.4
 - Risk Management Plan – Table A3
- Proof of Entity Type
- Letter/s of support (from each partner organisation – consortium application only)
- exemption application [Character limit 2000, approximately 350 words] (only if applicable - minimum 26/outside of own organisation)

If applying for **Activity 2**, please respond to criterion 1, 2, 3, 4 & 5 and we require the following documents with your application:

- Activity 2 Template Pack (template on GrantConnect) which includes:
 - AWP Delivery – Table A2.1
 - Grant Indicative Budget - Table A2.2
 - Risk Management Plan – Table A3
- Proof of Entity Type

If applying for **Activity 3**, please respond to criterion 2, 3 & 4 and we require the following documents with your application:

- Proof of Entity Type

If applying for **Activity 4**, please respond to criterion 2, 3 & 4 and we require the following documents with your application:

- Activity 4 Template Pack (template on GrantConnect) which includes:
 - Grant Indicative Budget – Table A4.1
- Proof of Entity Type

7.2 Joint (consortium) applications

The department encourages and recognises that some organisations may want to join as a group to deliver grant Activity 1: Delivery of the ACVVS to Australian Government subsidised Residential Care and Home Care Package recipients. In these circumstances, you must appoint a 'Lead Organisation'.

Only the Lead Organisation will enter into a grant agreement with the department and will be responsible for submitting an application on behalf of the Consortium. The Lead Organisation must have the authority to do so on behalf of the consortium members.

The application must identify all other members of the proposed group and a letter of support from each member must be submitted with the application. Each letter of support must include:

- details of the partner organisation;
- an overview of how the partner organisation will work with the Lead Organisation; and any other partner organisations in the group to successfully complete the grant activity;
- an outline of the relevant experience and/or expertise the partner organisation will bring to the group;
- the roles/responsibilities of the partner organisation and the resources they will contribute (if any);
- funding and volunteer visitor placement distribution arrangement (by setting/ACPR) between the lead and partner organisations; and
- details of a nominated management level contact officer.

A formal agreement must be in place between all consortium members and provided to the department, prior to the execution of the grant agreement.

It is the responsibility of the lead organisation to ensure that all parties and subcontractors comply with the relevant aspects of the written agreement.

Lead Organisations must also identify all members of the party that are included on the [National Redress Scheme's website](#) on the list of 'Institutions that have not joined or signified their intent to join the Scheme'.

Note: In the event that a consortium lead organisation is unable to deliver the agreed activities during the term of the grant, a proposal to novate the agreement to a partner organisation will be subject to:

- department approval;
- eligibility criteria (refer 4.0); and
- partner organisation demonstrating ability to deliver the grant activities as per the assessment criteria (refer 6.0).

7.3 Timing of grant opportunity processes

You must submit an application between the published opening and closing dates.

We will only consider accepting a late application where the cause of the late submission was beyond the applicants control. When assessing the request to accept a late application, the department may also ask the applicant to provide evidence to support its claim.

If you are successful, we expect you will be able to commence your grant services around 1 July 2023.

Table 3: Expected timing for this grant opportunity

Activity	Expected Timeframe
Open on GrantConnect	6 weeks
Industry Briefing	3 rd business day of Grant Opening
Assessment of applications	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
Earliest start date of grant activity	01/07/2023
End date of grant activity or agreement	30/06/2026

7.4 Questions during the application process

If you have questions relating to clarification of information of the available grant, technical issues or process during the application period, please contact grant.atm@health.gov.au. The department will respond to emailed questions within three working days.

Questions close five full 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 Frequently Asked Questions document relating to this grant opportunity. Any questions will be de-identified. Registered applicants will be notified of updates to the documents via email from the [GrantConnect](#) website.

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

8 The grant selection process

All grant applications will be assessed as suitable for funding, by

- eligibility checks of applications against the eligibility criteria;
- assessment of applications against the assessment criteria including the Grants Principles 2014 Part 4-Community Visitors Grants section 15; and
- comparative assessment against other applications.

The Public Governance, Performance and Accountability Act 2013 (PGPA Act) and the CGRGs require all commitments of public resources to be efficient, effective, economical and ethical. For a grant, this includes assessing the merits of the application relative to the GOGs and the prime consideration of achieving value for money.

8.1 Assessment of grant applications

We first review your application against the eligibility criteria in Section 4.0.

Only eligible applications and applications that meet other specified requirements, including compliance, will move to the next stage. We consider eligible applications through an open competitive grant process.

We will then assess your application against the assessment criteria (refer Section 6.0). We consider your application on its merits and against other applications, based on:

- how well it meets the criteria;
- how it compares to other applications; and
- whether it provides value with relevant money.⁷

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

Table 4: Assessment Criteria Scoring Matrix

Rating (for individual criterion)	Score
Excellent – response to this criterion, including all sub-criteria, exceeds expectations.	5
Good – response to this criterion addresses all or most sub-criteria to a higher than average standard.	4
Average – response against this criterion meets most sub-criteria to an average but acceptable level.	3
Poor – poor claims against this criterion but may meet some sub-criteria.	2
Does not meet criterion at all – response to this criterion does not meet expectations or insufficient or no information to assess this criterion.	1

A score out of 5 will be applied to each of the five assessment criteria. A total of 25 is the highest score any application can receive.

Meeting the assessment criteria does not guarantee funding. Funding is limited and applications will be assessed and prioritised according to the extent to which they meet the selection criteria. Only applications meeting the selection criteria to a high degree are likely to be considered for funding.

When assessing the extent to which the application represents value for money⁸, we will have regard to:

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

⁷ See Glossary for the definition of 'relevant money'.

⁸ See Glossary for the definition of 'value for money'.

8.2 Who will assess applications?

The department will establish an assessment team to assess eligible and compliant applications. The assessment team may comprise of staff from across the department and could include contractors/consultants who will undertake training to ensure consistency in assessment.

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

We may ask external experts/advisors to inform the assessment process. Any expert/advisor, who is not a Commonwealth Official, will be required/expected to perform their duties in accordance with the CGRGs.

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

The assessment committee recommends to the Decision Maker which applications to approve for a grant.

8.3 Who will approve grants?

The Deputy Secretary, Department of Health and Aged Care (the Decision Maker) decides which grant(s) to approve taking into account the recommendations of the assessment committee and the availability of grant funds for the purposes of the grant opportunity.

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

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

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

9 Notification of application outcomes

We will advise you of the outcome of your application in writing. If you are successful, we will advise you of any specific conditions attached to the grant.

If you are unsuccessful, we will give you an opportunity to receive feedback. A request for individual feedback should be made to the department within 28 days of being notified of the outcome by emailing cvs@health.gov.au. We will respond to your request for feedback in writing within 28 days.

9.1 Further grant opportunities

If there are not enough suitable applications to meet the program's objectives across all aged care planning regions and / or cultural diversity groups, we will negotiate with suitable applicants to undertake additional volunteer visitor placements.

10 Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We use the Whole of Government [grant agreement](#) templates in this program and will select the most appropriate depending on the size and complexity of your grant services.

Each agreement has general terms and conditions that cannot be changed. Sample grant agreements are available on the [Department of Finance's website](#). We will use a schedule to outline the specific grant requirements.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. If you choose to start your grant activities before you have an executed grant agreement, you do so at your own risk. You must not start any ACVVS activities until a grant agreement is executed.

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

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

We will use a standard grant agreement.

You will have 20 days from the date of a written offer to execute this grant agreement with the Commonwealth ('execute' means both you and the Commonwealth have signed the agreement). During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

10.2 Specific legislation, policies and industry standards

To be eligible for a grant, you must declare in your application that you comply with these requirements. You will need to declare you can meet these requirements in your grant agreement with the Commonwealth.

- The *Aged Care Act 1997* and the associated *Grant Principles 2014*;
- The *Privacy Act 1988* and the associated *Australian Privacy Principles*;
- The *Aged Discrimination Act 2004*;
- The *Sex Discrimination Act 1984*;
- The *Racial Discrimination Act 1975*; and
- The *Disability Discrimination Act 1992*.
- Multicultural Access and Equity Policy (refer 10.2.1)
- National Redress Scheme (refer 10.2.2)
- National Police Check
- NDIS Worker Check

10.2.1 The Multicultural Access and Equity Policy

The [Multicultural Access and Equity Policy](#) obliges Australian Government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled. For example, providing access to language services where appropriate.

10.2.2 National Redress Scheme

The [National Redress Scheme](#) for Institutional Child Sexual Abuse Grant Connected Policy makes non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse that do not join the Scheme, ineligible for future Australian Government grant funding. The National Redress Scheme Grant Connected Policy came into effect on 1 January 2021.

10.3 How we pay the grant

The grant agreement will state the:

- maximum grant amount to be paid;

Grant funding will be paid:

- six (6) monthly in advance each financial year

10.4 Grants Payments and GST

Payments will be GST Exclusive. If you are registered for the [Goods and Services Tax \(GST\)](#), where applicable, we will add GST to your grant payment and issue you with a [Recipient Created Tax Invoice](#).

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on your particular taxation circumstances.

11 Announcement of grants

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

12 How we monitor your grant activity

12.1 Keeping us informed

You should let us know if anything is likely to affect your grant services.

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.

12.1.1 COVID-19

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

12.2 Reporting

You must submit reports in line with the grant agreement. Reports will be submitted via the Department online data reporting portal. Please refer - Aged Care Volunteer Visitors Scheme (ACVVS) National Guidelines – Appendix A 'Online Data Reporting Portal instruction manual.

We will remind you of your reporting obligations before a report is due.

Auspice reporting will include but not limited to:

- bi-monthly:
 - Vacant/unallocated volunteer visitor placements.
- bi-annually:
 - progress against agreed grant activity KPI's;
 - ACVVS Volunteer details;
 - ACVVS Recipients Details;
 - Consortia members; and
 - Engaged sub-contractors.
- annually:
 - financial expenditure categories.

Network Members and the Community of Practice (CoP) Coordinators reporting will include but not limited to:

- bi-annually:
 - progress against agreed grant activity KPI's; and
 - engaged sub-contractors.
- annually:
 - Financial expenditure categories.

Diversity, Complex Vulnerability and Cultural Advisors reporting will include but not limited to:

- bi-annually:
 - progress against agreed grant activity KPI's.

The amount of detail you provide in your reports should be relative to the size, complexity and grant amount. We will monitor progress by assessing reports you submit and may conduct site visits or request further information and/or records to confirm details of your reports if necessary.

You must discuss any reporting delays with us as soon as you become aware of them.

12.3 Financial declaration

We will ask you to provide an annual declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

12.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by emailing, National.AgedCareGrants@dss.gov.au for further information and advice.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

12.5 Evaluation

We will evaluate the grant opportunity to measure how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also interview you or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to one year after you finish your grant for more information to assist with this evaluation.

12.6 Acknowledgement

The program logo should be used on all materials related to grants under the program. Whenever the logo is used, the publication must also acknowledge the Commonwealth as follows: 'funded by the Australian Government'.

13 Probity

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

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

13.1 Enquiries and feedback

The department's [Complaint Handling Process](#) applies to complaints about this grant opportunity. All complaints about a grant process must be provided in writing.

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

If you do not agree with the way the department has handled your complaint, you may complain to the [Commonwealth Ombudsman](#). The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the relevant Commonwealth entity.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: [Commonwealth Ombudsman](#)

13.2 Conflicts of interest

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

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer;
- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently; 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 in writing immediately.

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

We publish our conflict of interest policy on the [Australian Public Service Commission's website](#).

13.3 Privacy

We treat your personal information according to the [Privacy Act 1988](#) and the [Australian Privacy Principles](#). This includes letting you know:

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

Your personal information can only be disclosed to someone else for the primary purpose for which it was collected unless an exemption applies.

The Australian Government may also use and disclose information about grant applicants and grant recipients under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as

required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us with other Commonwealth entities for purposes including government administration, research or service delivery, according to Australian laws.

As part of your application, you declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the department would breach an Australian Privacy Principle as defined in the Act.

13.4 Confidential Information

Other than information available in the public domain, you agree not to disclose to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time require you to arrange for you, your employees, agents or subcontractors to give a written undertaking relating to non-disclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three conditions below:

1. you clearly identify the information as confidential and explain why we should treat it as confidential;
2. the information is commercially sensitive; and
3. revealing the information would cause unreasonable harm to you or someone else.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

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

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

13.5 Freedom of information

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

The purpose of the FOI Act is to give members of the public rights of access to documents held by Australian Government entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. Access may be refused if a document contains “exempt” material, such as commercially valuable information or the personal or business information of a third party.

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

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

By email: foi@health.gov.au

14 Consultation

On 19 March 2021, the Department of Health (the department) engaged HealthConsult to undertake a review of the CVS which evaluated the appropriateness, effectiveness, and efficiency of the CVS. Informed by recommendations from the review, and in response to the Royal Commission into Aged Care Quality and Safety Recommendation 44c, the Australian Government has provided a budget increase of \$49.78 million (GST exclusive) over 5 years for the transition to the more sustainable, effective and expanded ACVVS model. This increases total ACVVS funding for the 2023-24 to 2025-26 grant period by \$39.63 million from \$60.22 million to \$99.84 million.

15 Glossary

Term	Definition
accountable authority	see subsection 12(2) of the Public Governance, Performance and Accountability Act 2013
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes
assessment criteria	are the specified principles or standards, against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive grant opportunity, to determine application rankings
commencement date	the expected start date for the grant activity

Term	Definition
Commonwealth entity	a Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act
<i>Commonwealth Grants Rules and Guidelines 2017 (CGRGs)</i>	establish the Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. The CGRGs contain the key legislative and policy requirements and explain the better practice principles of grants administration
completion date	the expected date that the grant activity must be completed and the grant spent by
CoP	Community of Practice
date of effect	can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable
decision maker	the person who makes a decision to award a grant
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria
grant	for the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: <ul style="list-style-type: none"> a. under which relevant money⁹ or other Consolidated Revenue Fund (CRF) money¹⁰ is to be paid to a grantee other than the Commonwealth; and b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant

⁹ Relevant money is defined in the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), chapter 1, section 8 Dictionary.

¹⁰ Other CRF money is defined in the PGPA Act. See section 105 Rules in relation to other CRF money.

Term	Definition
GrantConnect	is the Australian Government’s whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
grant opportunity	refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process
grant program	a ‘program’ carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single Portfolio Budget Statement Program
grantee	the individual/organisation which has been selected to receive a grant
Group Visit	ACVSS volunteer/s visits multiple recipients simultaneously (recommended maximum ratio 1 volunteer to 3 recipients). A group visit is funded for one volunteer visitor placement being the same level as a single face to face in person visit (1 volunteer to 1 recipient).
In person (face to face) visits from one or more volunteers Face to face	In person (face to face) visit between volunteer/s and recipient/s in the same location. Visits and communications via Facetime, Skype, telephone, email and or letter <u>are not</u> classified as in person (face to face) visits.
National Redress Scheme	the National Redress Scheme for Institutional Child Sexual Abuse Grant Connected Policy makes non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding. The National Redress Scheme Grant Connected Policy came into effect on 1 January 2021.

Term	Definition
PBS Program	described within the entity's Portfolio Budget Statement , PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act)	the PGPA Act establishes a system of governance and accountability for public resources with an emphasis on planning, performance and reporting. It applies to all Commonwealth entities and Commonwealth companies.
relevant money	<p>a. money standing to the credit of any bank account of the Commonwealth or a corporate Commonwealth entity; or</p> <p>b. money that is held by the Commonwealth of a corporate Commonwealth entity.</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.
The department	Department of Health and Aged Care
value for money	<p>value for money in this document refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources, and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:</p> <ul style="list-style-type: none"> • the quality of the project proposal and activities; • fitness for purpose of the proposal in contributing to government objectives; • that the absence of a grant is likely to prevent the grantee and government's outcomes being achieved; and • the potential grantee's relevant experience and performance history.