



## Australian Government

### Department of Health and Aged Care

# Drug and Alcohol Program Alcohol and Other Drug Treatment Services for the regions of Ceduna (SA), Bundaberg-Hervey Bay (QLD), East Kimberley and the Goldfields (WA) Grant Opportunity Frequently Asked Questions (FAQs) GOXXXX

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**Commonwealth policy entity:** Department of Health and Aged Care (department)

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**Enquiries:** If you have any questions, contact the department  
via email: [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au)

**Questions should be sent no later than 5:00pm  
(Canberra time) [5] business days before the  
close date.**

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**Version:** Version 1.2<sup>1</sup>

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

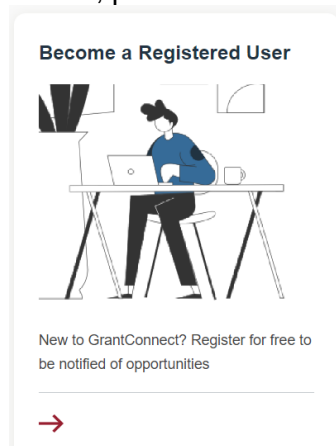
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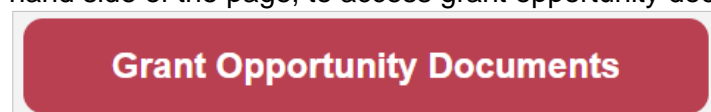
# 1. General Questions

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

To access the grant opportunity documents, you will need to register on [GrantConnect](#). To do this, please follow the instructions below.



Select the "Getting Started on GrantConnect" option. Click on the tile "Become a Registered User". Please use the red Grant Opportunity Documents button that will appear on the left-hand side of the page, to access grant opportunity documents.



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

- Phone: 1300 484 145
- Email: [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au)

## 1.2 What type of process is being used for this grant opportunity?

This is a **targeted competitive** grant opportunity to identify and commission four Brokerage Organisations (one in each of the four regions of Ceduna (SA), Bundaberg-Hervey Bay (QLD), East Kimberley and the Goldfields (WA)). The Brokerage Organisations will work in partnership with community stakeholders to design AOD treatment related activities to meet the needs of their community (Community Design Plan). They will also manage a grant opportunity in their respective regions that will fund local organisations to implement the AOD treatment activities identified in the Community Design Plan

The Community Design Plan must identify how it will respond to community AOD treatment needs, and align with the Program objectives as well as government priorities under Closing the Gap. Brokerage Organisations will receive funding to support their role in each of the regions as outlined in their grant agreements with the department.

## 1.3 What is a Brokerage Organisation?

A suitable Brokerage Organisation will be based in, and have strong local linkages in one of the four regions: Ceduna region (/Far West Coast Region) (SA), Bundaberg-Hervey Bay region (QLD), East Kimberley region (Shire of Halls Creek and Shire of Kununurra) or the

Goldfields region (WA). They have a good understanding of the alcohol and other drug treatment needs of their region.

The Brokerage Organisation will be able to demonstrate its capacity to work in partnership with the local community organisations and the department to develop a plan of AOD treatment related activities and to manage funding agreements with suitable organisations to deliver the community-led AOD treatment activities. The Brokerage will receive funding to fulfil its role (such as for developing the community design plan) but is not eligible for funding as an AOD treatment service delivery organisation.

#### **1.4 What's the timeframe for delivery of a Community Design Plan?**

Once assessed as suitable, Brokerage Organisations will enter into a grant agreement with the department for delivery of the program and receive initial funding to resource their work.

Brokerage Organisations will be given a period of three months to develop and submit the Community Design Plan.

The department will brief Brokerage Organisations on the expectations of the Community Design Plan prior to commencement and will provide guidance on how their funding can be used.

#### **1.5 What other roles will the Brokerage Organisations have?**

Once the Community Design Plans are finalised and approved, the Brokerage Organisations will be responsible for facilitating a grant opportunity to fund organisations to implement the Community Design Plan in their respective regions. The Brokerage Organisations will promote the opportunity, develop application assessment criteria, assess the submitted applications from community stakeholders in their region and recommend suitable projects for funding to the department for final approval. Brokerage Organisations will manage grant agreements executed with the community organisations and work with the department to facilitate the delivery of the grant funds in accordance with Commonwealth Grant Rules and Guidelines 2017 (CGRGs). The grant agreements between the department and each of the Brokerage Organisations will be managed by the Community Grants Hub

**See sections 3.3 and 4.1 of the Grant Opportunity Guidelines for more information regarding the Brokerage Organisations and eligibility.**

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

#### **1.6 How do I apply to be a Brokerage Organisation?**

To apply, Brokerage Organisations will complete and submit a grant application and the required attachments. The Application Form will be provided on [GrantConnect](#) and you must address all eligibility criteria for Brokerage Organisations to be considered suitable for this role.

Please refer to Section 7: *How to Apply* in the Grant Opportunity Guidelines. Detailed information on the application process is available on [GrantConnect](#). This includes specific instructions on how to submit your application for this grant opportunity and upload attachments. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on GrantConnect.

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

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

- Phone: 1300 484 145
- Email: [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au)

### **1.7 Do I need to submit a budget with my application?**

Yes. An activity budget template will be provided to you to develop an overview of indicative costings associated with your role as a Brokerage. Brokerage Organisations will be provided with an amount of funding to support delivery of the Community Design Plan, and other expenses to undertake its role, (such as appointing relevant staff etc.). A more detailed budget will be elaborated during the Community Design Plan phase. Subsequent grant applications from community organisations to implement the plan will also require budgets/costings to be submitted to assist with the allocation of funding across the four regions.

### **1.8 Will late applications be accepted?**

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application by the due date and time. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control, and/or
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

Applicants wanting more time to apply will be required to submit a late application request via email to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) with "Late Application Request - GOXXXX" in the subject line.

The request should include a detailed explanation of the circumstances that prevented the application being submitted on time, and any supporting evidence if possible to verify the claim of exceptional circumstances.

The assessment committee Chair or their appointed representative will determine whether a late application will be accepted. Once the outcome is determined, the department will advise the applicant if their request is accepted or declined.

### **1.9 How can I withdraw an application I have already submitted?**

Please send an email to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) and include the following information:

- Brief reason for the withdrawal
- Name of your organisation
- Submission reference number (located at the top right-hand corner of the application form page), and
- Receipt number (located on your confirmation of submission email received from GrantConnect), and
- Name of the grant opportunity and GO ID (e.g. GO1234).

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

### 1.10 Can I still ask questions about this grant opportunity even if I am not eligible?

Relevant questions regarding the grant opportunity will be responded to at the discretion of the department during the application submission period and published on GrantConnect for the benefit of all potential applicants.

## 2. Funding Questions

### 2.1 How much funding can I receive as a Brokerage Organisation?

Brokerage Organisations will receive funding of up to \$1.2 million (GST Exclusive).at the discretion of the department to facilitate their role for the duration of the project period. This will be delivered in accordance with the grant agreement executed with the department. Funds can be used to support costs associated with developing a Community Design Plan and other eligible activities as listed in **Section 5.1** of the Grant Opportunity Guidelines.

The final funding allocation to support community grants across the four regions will be determined in accordance with the approved project activities and budgets for implementation of the Community Design Plans (**See Section 3.1 of the Grant Opportunity Guidelines**).

### 2.2 What if I don't spend all the money?

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

### 2.3 What's the difference between this grant opportunity and other Australian Government funding being delivered in our region?

The department's investment will target health related matters associated with AOD treatment and prevention in four former Cashless Debit Card (CDC) trial sites. It is providing funding to address gaps in the AOD treatment services of these four regions, in response to recommendations of extensive community consultation undertaken between 2021 and 2023 across government and the regions.

The department is in regular contact with other Australian Government Agencies such as NIAA and DSS and in consultation with State and Territory governments to inform its investment and mitigate duplicative funding for the delivery of AOD treatment related activities and services. The department seeks to address AOD treatment service gaps identified during community consultations. NIAA is the lead agency for First Nations specific AOD treatment services, while DSS are investing in community led service plans to address community needs that are non-AOD treatment related matters. The department provides funding for treatment services across all four regions and it is a requirement that all AOD treatment service providers offer culturally appropriate and culturally safe services to clients. Opportunities for collaborating and/or providing joint funding across Agencies will be considered as appropriate.

## 2.4 How is this funding different from the DSS Community Led Support Services funding?

As part of the CDC abolition, the Australian Government has committed \$35 million Community-led Support Fund (CLSF) from 1 June 2023 through to 30 June 2026, administered through the Department of Social Services. The purpose of the CLSF grant opportunity is to: provide short-term funding that meets the immediate needs for each of the former CDC locations – Ceduna, East Kimberley, Goldfields and Bundaberg and Hervey Bay identified in Local Services Plans; and support the implementation or expansion of support services aligned with community needs. These LSPs outline the current support services available and include service gaps, social issues and priority needs that have been identified by the community in each of the former CDC locations. <https://ministers.dss.gov.au/media-releases/14416>. Priority areas being funded by DSS do not include AOD treatment related activities. The department is working closely with DSS to implement its program to ensure services provided are complementary across the four regions.

## 2.5 What can the grant funding be used for?

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically **Section 5.1: Eligible grant activities**

The Brokerage funds will support costs for activities aligned with the Brokerage Role. This will include activities to develop Community Design Plans, and costs associated with the delivery of a grant opportunity for community organisations to implement the plans. Eligible expenditure will also include costs of providing independent support to community organisations to write and submit their grant applications for the funding opportunity.

Brokerage Organisations can also spend funds on capacity building costs for their staff.

Brokerage Organisations will not be eligible for funding as AOD treatment service providers, however they may be engaged in managing community grants for infrastructure as required in their role.

For infrastructure projects to be funded through this grant opportunity, grantees must comply with all relevant laws and regulations. The department may request that applicants demonstrate compliance with the following legislation/policies/industry standards, including the Australian Building Code, National Construction Code, Medical Standards for Ventilation in Specialist Health Care Context (AS/NZS 1668.2 -2112 Part 5).

Brokerage Organisations must ensure that any infrastructure projects are undertaken by licensed and appropriately qualified persons.

## 2.6 What can't I use the grant funding for?

There are some things that you CANNOT use your grant funds for, such as:

- purchase of land;
- purchase, maintenance and operation of motor vehicles<sup>2</sup>;
- paying ransom for ransomware, cyber-attack or any other type of cybercrime
- the covering of costs made before you signed the grant agreement;
- costs incurred in the preparation of a grant application or related documentation;

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<sup>2</sup> Applications for expenditure on motor vehicles must be submitted in writing and may be considered by the Decision Maker on a case by case basis. If approved, purchase of motor vehicles would be considered an asset and managed as such in accordance with CGRGs.

- overseas travel; and
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

Please refer to the Grant Opportunity Guidelines, as listed on [GrantConnect](#), specifically Section 5.4: *What grant money cannot be used for*.

## 2.7 If successful, when will I receive a grant payment?

Before payments are made a grant agreement must be signed by the grant recipient and executed by the departmental delegate. Payments will then be made in line with the payment schedule in your grant agreement. According to the latest approval timeframes, it is anticipated that successful organisations will receive payment in October 2024. We will advise of any further updates to this timeframe via GrantConnect.

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

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically Section 10.4: *Grants Payments and GST*.

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

# 3. Application Questions

## 3.1 What documents do I need to provide when I apply?

We require the following documents with your application:

- an indicative activity budget (template will be available on GrantConnect).
- Entity type
- Evidence of formal partnership arrangements
- Risk Management Plan

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

There are series of questions in the application forms for you to answer when you apply for this grant. and your answers will determine your eligibility and capacity to deliver the requirements of the Brokerage Organisations.

Please refer to Section 7: *How to Apply* of the Grant Opportunity Guidelines for further information.

Detailed information on the application process including specific instructions on how to submit your application for this grant opportunity and upload required attachments is provided on GrantConnect. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on GrantConnect.

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

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

- Phone: 1300 484 145
- Email: [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au)

### 3.2 Can a number of organisations submit a joint application?

Applications from consortia are acceptable, providing there is a lead organisation that is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity as per the list in GOGs (Section 4). All consortium applicants will need to partner with a local Aboriginal Community Controlled Organisation (ACCO) or other appropriate local Aboriginal and Torres Strait Islander organisation.

The consortium partner must have a significant role in the project and evidence of a formal Partnership Agreement that is consistent with the National Agreement on Closing the Gap must be provided as part of your application submission.

Only the lead organisation can submit the application form and enter into a grant agreement with the Commonwealth.

Eligible organisations can form a consortium with ineligible organisations, with the exception of those organisations deemed ineligible because they 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'.

### 3.3 Why do I have to provide proof of entity type and bank verification when I have provided this previously?

The department is committed to ensuring all information for grantees is up to date and accurate. Requesting proof of entity type and bank verification for each application allows the department to confirm details and ensures the most up to date and accurate information is utilised.

Acceptable forms of verification include a recent bank statement, issued in the last 6 months, in a non-editable format. The bank account must be in the name of the organisation applying for funding. The transaction details and balances can be hidden but the BSB, Account Number and Account Name must be visible.

You may be contacted by the Community Grants Hub seeking additional information to support the verification of your bank account details.

### 3.4 Where can I find my organisation ID?

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

<b>Grant Details</b>	
Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBBB
Schedule ID:	1-CCCCCCC
<b>A. Purpose of the Grant</b>	

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

### 3.5 How can I update my organisation's details?

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

### 3.6 Can I get assistance from the department to complete my application?

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

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

## 4. Assessment Process

### 4.1 What is the assessment considering?

There are three main assessment criteria to determine suitability of applicants for the Brokerage Organisation role. You must address all of the assessment criteria in your application.

The amount of detail and supporting evidence you provide should be relative to the size, complexity and grant amount requested for your project. You should aim to limit your response to criterion 1 and 2 to maximum 600 words per criteria and criterion 3 to maximum 800 words per criteria. Additional information can be provided in an attachment. Attachments are not included in word limits.

Only applications that are scored a minimum of Average or above against each of the five assessment criteria will be considered for funding.

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

### 4.2 How will organisations be advised of the final outcome?

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

Successful grant recipients will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the CGRGs.

## 5. Eligibility Questions for Brokerage Organisations

### 5.1 Who is eligible to apply?

To be eligible you must be one of the following entity types:

- An Aboriginal and/or Torres Strait Islander Corporation registered under the Corporations (Aboriginal and /or Torres Strait Islander) Act 2006
- A company incorporated in Australia;
- A company limited by guarantee;
- An incorporated trustee on behalf of a trust;

- An incorporated association;
- A partnership;
- A registered charity or not-for-profit organisation;
- An unincorporated sole trader, who is a permanent resident or citizen of Australia;
- An Australian local government body; or
- A joint (consortium) application with a lead organisation<sup>3</sup>

In addition to the above eligibility criteria organisations must also:

- Have an Australian Business Number (ABN).
- Be registered for the purposes of GST.
- Have an account, in your name and which you control, with an Australian financial institution.
- Have evidence of the organisation's commitment to building its cultural capability and delivering culturally safe services.
- Be located in and servicing either:
  - Ceduna region, South Australia (also known as Far West Coast Region of South Australia),
  - Bundaberg-Hervey Bay region, Queensland
  - East Kimberley region, Western Australia (Shire of Halls Creek and Shire of Kununurra), or
  - The Goldfields region, Western Australia.

Eligible applicants may also be:

- a current Brokerage Organisation located in and funding community led grant activities in one of the four target regions.  
or,
- an Aboriginal Community-Controlled Organisation (ACCO) based in one of the relevant regions  
or  
a non-Indigenous organisation with evidence of a formal partnership with either a local ACCO or other appropriate local Aboriginal and Torres Strait Islander organisation with a significant role in the delivery of the organisations' programs are also eligible and encouraged to apply for this grant opportunity.

## 5.2 What are the additional eligibility requirements I need to be aware of?

Any non-Aboriginal Community Controlled Organisations who wish to apply, will need to provide evidence of a formal partnership with a First Nations organisation and details of their organisation's commitment and capacity to deliver culturally safe, holistic and trauma informed services with and for First Nations peoples.

The department requires that all Commonwealth funded AOD treatment service providers are compliant with the National Quality Framework for Drug and Alcohol Treatment Services (NQF). Services that are not yet compliant with the NQF are still eligible to apply, however they must provide evidence of progress towards compliance with the NQF, or justification as to how the requirements of the NQF are otherwise being met.

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<sup>3</sup> Consortia are acceptable, providing there is a lead organisation that is solely accountable to the Commonwealth for the delivery of grant activities and is an eligible entity. Only the lead organisation can submit the application form. Eligible organisations can form a consortium with ineligible organisations, with the exception of those organisations deemed ineligible because they 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'.

### **5.3 Are state and territory government owned and/or operated premises eligible for funding?**

No. This grant opportunity will not fund projects for buildings or structures which are owned, and /or operated by state, territory or local government agency or body (including government business enterprises). The only exception is when land or buildings are leased to an eligible Aboriginal Community Controlled Health Organisation by the state or territory government through a long-term lease of up to the program end date. Decisions on the eligibility of this use of funds will be considered on a case by case basis by the decision maker. Applicants should be aware that the decision maker may undertake further consultation with the owner of the property prior to approving this use of funds. Applicants will need to indicate their intended use of funds in this regard to draw this to the attention of the assessment committee.

### **5.4 Will this Grant Opportunity fund projects that are not Alcohol and Other Drug treatment services related?**

No. The grant opportunity will only fund projects to support AOD treatment services which have been identified in the approved Community Design Plan.

### **5.6 Is funding available to build infrastructure which supports commercial leasing activities to generate additional income for the organisation?**

No. This grant opportunity does not fund activities that are not considered AOD services related regardless of whether it has the capacity to generate income for the organisation. Examples include cafes, gyms, childcare centres, pharmacies.

### **5.8 What is meant by ‘major capital expenditure’?**

Major capital expenditure is money spent by an organisation on alterations, repairs, replacements and/or improvements to fixed assets such as buildings, vehicles, equipments or land. This may be with respect to all or any portion of the Property. Major capital works consist of the purchase or construction of new clinics and/or clinical staff housing, the demolition (whether or not followed by the replacement) of the majority of existing premises, and extensive renovation projects, and works that extend beyond the existing footprint of the current premises.

### **5.9 What is meant by ‘minor capital expenditure’?**

Minor capital expenditure consists of minor/general repair, maintenance and/or upgrade projects that contribute to improving clinic and clinical staff facilities, and/or emergency works that will assist with the safety and accessibility of the primary health care clinic. These works do not change the footprint of current premises.

## **6. Project Evaluation**

### **6.1 How will we know the project is a success?**

There is an expectation that evaluation of the project will be undertaken to understand how it is meeting the objectives of the Drug and Alcohol Program and the grant opportunity.

Brokerage Organisations will be required to actively participate in this process, commencing with a collection of relevant data at baseline/commencement, and providing regular reports and updates to the Department. Cost associated with collection of data and to monitor performance measures can be facilitated through a series of reports as per the grant agreements established with each of the Brokerage Organisations.

The community design approach means we anticipate a variety of different activities will be submitted for funding, which will come with various performance measures and require data collection that will meet these ends.

We note that the community grant activities to implement the community design plan will likely commence six months from the grant activity start date and we anticipate a range of different activities to fund.

## 7. Technical Submission Questions

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

To avoid any submission issues, we recommend that you submit your application at the latest 3 hours **before** the closing time.

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

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

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

- Phone: 1300 484 145
- Email: [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au)

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

### 7.3 Can I change my application after I have submitted?

#### **Before close date and time**

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

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

#### **After close date and time**

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

*'If you find an error in your application after submitting it, you should contact us immediately on [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).*

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

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

#### **7.4 I am trying to upload an attachment however I am receiving an error message. How to I resolve the issue?**

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

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

#### **7.5 Who should I contact if I need more information?**

If you have any other questions or you need more information, please email Grant.ATM@health.gov.au. Ensure that you submit questions 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.