Ageing and Service Improvement Programme

Dementia and Aged Care Services Fund
Guidelines Overview

April 2016
Preface

The Commonwealth Department of Health (DoH) has a suite of Programme Guidelines documents which provide information about each Programme that provides grants funding, and the group of Activities that contribute to that Programme. They provide the key starting point for parties considering whether to participate in a Programme and form the basis for the business relationship between DoH and the grant recipient.

DoH recognises and supports the work of civil society organisations. The DoH approach to working with civil society is based on reducing red tape, providing greater flexibility and respecting the independence of the sector. This approach recognises that civil society organisations should be supported to self-manage the delivery of support to our communities rather than being burdened with unnecessary government requirements.

The suite of Programme Guidelines documents are provided to applicants for each grant funding round. The approach to grants funding described in the Guidelines aims to foster collaboration and innovation in the community across civil society freeing up resources to improve outcomes for individuals, families and communities.

The Programme Guidelines suite for each grant funding round includes:

- a Programme Guidelines Overview document (this document) that provides an overview of how funding rounds may be conducted for each Activity (PBS administered line item) that contribute to the overall Programme outcome, and
- an Application Pack - a suite of documents with information specific to each grant funding round conducted within the Activity.

The simplified Programme arrangements establish the framework for DoH to move towards a single grant agreement per provider, implement new and improved financial reporting systems, reduce reporting and regulation, consolidate funding rounds and support greater service delivery innovation to meet the needs of clients.

DoH reserves the right to amend these documents from time to time by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.
## Version Control

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1 Programme Overview – Ageing and Service Improvement Programme

1.1 Programme outcomes

The Ageing and Service Improvement Programme is an Australian Government initiative administered by the Department of Health (DoH) and is designed to strengthen the capacity of the aged care sector to deliver quality care and services. A number of activities and measures are already funded which support this objective.

A key element of this Programme is the Dementia and Aged Care Services (DACS) Fund.

1.2 Programme objectives

The Ageing and Service Improvement Programme is designed to better support activities that respond to existing and emerging challenges including dementia care, better support services targeting people from diverse backgrounds, and support special measures for Aboriginal and Torres Strait Islander people.

2 Activity Overview – Dementia and Aged Care Services Fund

2.1 Aims and objectives

The Dementia and Aged Care Services Fund aims to support individual older Australians who are sick or living with medical conditions.

The Fund will cover:
- older Australians with dementia and people at risk of dementia.
- older Australians with diverse social and cultural care needs who are sick or experiencing or living with medical conditions.
- special measures targeted to Aboriginal and Torres Strait Islander people.
- activities for the purposes of the Commonwealth informing itself about aged care.

A major component will be to improve the national coordination, alignment and effectiveness of all DoH funded dementia programmes. In particular, the Severe Behaviour Response Teams activity will complement this commitment by providing assistance to aged care residents exhibiting severe behaviours as a result of dementia.

2.2 Dementia and Aged Care Services (DACS) Fund Activities

The DACS Fund can fund activities supporting individual older Australians who are sick or living with medical conditions that cover:
- strengthening the capacity of the health and aged care sectors to provide services for older people with dementia, including consideration for people experiencing severe behavioural and psychological symptoms of dementia. This may include training which aims to improve the quality of care given to people with dementia;
- support for services for individual older Australians who are sick or living with medical conditions, and who have diverse social and cultural needs;

The DACS Fund can fund activities that involve the dissemination of information through the application of digital channels, online or technology-delivered support.

The DACS Fund can fund activities that support the Commonwealth in informing itself about the aged care sector including research on:
- planning for the delivery of aged care services;
- improving choice and control by individual older Australians;
- identifying innovative options for the care of individual older Australians; and
- supporting reform and transitions in aged care services for individual older Australians.

Activities funded under the DACS Fund can include support and special measures for aged care services specifically targeted to Aboriginal and Torres Strait Islander People. The DACS Fund can also
support innovative proposals that support the employment, training and development of a skilled Aboriginal and Torres Strait Islander aged care workforce delivering culturally appropriate care services to older Aboriginal and Torres Strait Islander people.

The DACS Fund can fund activities supporting structural changes and reforms in the aged care sector to ensure that medical services are available to older Australians who are sick or experiencing or living with medical conditions.

Applications to the DACS Fund are open to individual organisations or companies, partnerships, consortia and alliances.

### 2.3 Applicant eligibility

The following entity types meet the eligibility requirements to be invited to apply for a grant for this Activity:

- a. Incorporated Associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name)
- b. Incorporated Cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal name)
- c. Companies (incorporated under the Corporations Act 2001 – may be a proprietary company (limited by shares or by guarantee) or a public company)
- d. Aboriginal Corporations (incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006)
- e. Organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc.)
- f. Partnerships
- g. Trustees on behalf of a Trust.

Not-for-profit entity types specified above meet the eligibility requirements.

For-profit entity types specified above may be invited in special circumstances.

The following entity types may be invited in special circumstances:

- h. State and territory Governments
- i. Local Governments
- j. Where there is no suitable alternative, an individual or – jointly and separately – individuals. Where j) is used, it also needs to be stated who the decision maker is on the issue.

### 2.4 Participants/clients/recipient/target group

The target groups for DACS correspond to the Fund’s priority areas for action, and include but are not limited to:

- workforce groups that provide services to older people, including health, allied health, and staff in aged care services;
- people with dementia and their families and carers;
- aged care providers, including those providing services to older Aboriginal and Torres Strait Islander peoples; and
- older people with Special Needs and their families and carers, including people with diverse social and cultural needs and people who live in rural or remote areas.

### 2.5 Funding for the Activity

#### 2.5.1 Dementia and Aged Care Services Fund

An amount of approximately $310.6 million (GST exclusive) over four years to 30 June 2021 has been allocated for this activity.

The DoH will review priorities under this activity on an annual basis and provide advice to the Minister for Health on emerging needs, to allow for the adjustment of the funding allocation against priorities and to ensure that emerging aged care workforce challenges are being addressed. The Minister will approve the priorities of each funding round.
The way the Activity operates will incorporate approaches that are flexible and adaptable. In this environment, a priority-driven approach to funding rounds will be adopted. This approach will have two basic features:

- priorities chosen can be related to one or more of the priority areas outlined in the funding round summary; and
- the aged care sector may be consulted on the priorities for funding for each funding round.

The Minister for Health has overall responsibility for the DACS fund. Where the DoH has invited applications for grants, the final decision about proposals for activities will be made by the Departmental delegate, in consultation with the Minister for Health.

Funding amounts are inclusive of discretionary grants awarded under these Programme Guidelines and funding provided through other processes such as procurement. Discretionary grants are those where the portfolio Minister or Department has discretion in determining whether or not a particular applicant receives funding and may or may not impose conditions in return for the grant.

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

Service delivery areas or catchment areas designated within the grant agreement must not change without prior written agreement from DoH.

DoH may at its discretion facilitate flexible grants in circumstances where service providers have met requirements for specific groups within a specified area and wish to reallocate all or part of any remaining funds to another Activity they are funded to deliver in another Activity Delivery Area under the same grant agreement.

In accordance with the Fair Work Australia decision of 1 February 2012 to increase wages in the Social and Community Services (SACS) sector, the DoH will provide supplementation funding to organisations employing SACS workers delivering Family and Children Activities. To be eligible for supplementation funding organisations must be delivering in-scope Commonwealth funded programmes and have employed staff under the Social, Community, Home Care and Disability Services Industry Award 2010 (SACS Modern Award), specifically under one of the following Schedules:

- Schedule B – Classification Definitions - Social and Community Services Employees, and
- Schedule C – Classification Definitions - Crisis Accommodation Employees.

Organisations affected by the Western Australia Industrial Relation Commission SACS Decision of 29 August 2013 may also be entitled to SACS supplementation.

### 2.5.2 Severe Behaviour Response Team

An amount of up to $41.8 million (GST exclusive) will be available for the Phase 2 SBRT Programme to be integrated with DBMAS funding from 2016-17 to 2018-19.

### 2.6 Eligible and ineligible activities

#### 2.6.1 Dementia and Aged Care Services Fund

To be considered for funding, applicants must propose to undertake activities that meet the aims, objectives and priorities for DACS and comply with the terms of the application documentation. Supporting documentation such as the Funding Round Summary, Questions and Answers, and application form (see 3.2.1), will address matters such as the following:

- project activities/items that will be considered eligible;
- any funding caps (minimum and/or maximum limits);
- any restrictions on start/end dates for activity. For example, all projects must be completed within the stated financial year/s;
- any restrictions around whether funding will be provided only for new or additional work;
- any restrictions on when funding must be expended; and

Grants are not provided for:

- costs incurred in the preparation of a grant application or related documentation
- overseas travel, and
- activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.
Funding allocated through grant rounds will not generally be awarded for items/activities or grants that have already been contracted, commenced or completed (unless allowed under the terms of the funding agreement and agreed by DoH).

From time to time DoH may seek applications under a funding model that requires co-funding from another source in order to deliver the proposed activity.

DoH reserves the right to determine the eligibility of an application. Any decision by the DoH in relation to eligibility will be final.

### 2.6.2 Severe Behaviour Response Team

The grant may be used for:

- staff salaries, on-costs and sub-contractor costs which can be directly attributed to the provision of the Activity in the identified service area or areas as per the grant agreement;
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the Activity,
- operating and administration expenses directly related to the delivery services, such as:
  - telephones;
  - rent and outgoings;
  - computer/ IT/website/software;
  - insurance;
  - utilities;
  - postage;
  - stationery and printing;
  - accounting and auditing;
  - travel/accommodation costs; and
  - assets as defined in the Terms and Conditions that can be reasonably attributed to meeting agreement deliverables.

Grants are not provided for:

- purchase of land;
- capital works;
- the covering of retrospective costs;
- costs incurred in the preparation of a grant application or related documentation;
- overseas travel; and
- activities for which other Australian, State, Territory or local government bodies have primary responsibility.

### 2.7 Activity links and working with other agencies and services

In delivering services, all grant recipients must develop and maintain links with other relevant organisations to assist in making appropriate referrals and co-ordinating services with a view to improving consumer outcomes and ensuring consumers receive services tailored for their needs to better prevent issues from escalating or recurring.

### 2.8 Specialist requirements (e.g. Legislative requirements)

All funded activities are operated in line with, and comply with, the requirements of relevant Commonwealth and state and territory legislation.

Grants recipients must comply with all relevant state and territory legislation, including state and territory legislation applicable to working with children and vulnerable people.

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

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

Providers must also comply with all relevant State and Territory legislation, including State and Territory legislation applicable to working with children and vulnerable people.

Australia’s Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness obliges Australian Government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled, for example, by providing access to language services where appropriate. Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services should be factored into grant applications. For further information on the Multicultural Access and Equity Policy please refer to the Department of Social Services website.

2.9 Information technology

Grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their Schedule; however, please note that there are no minimum Information technology requirements for grant recipients.

2.10 Activity performance and reporting

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

DoH Performance Indicators focus on three key questions:

1. Are we achieving what we expected?
2. How well is it being done?
3. How much is being done?

Performance Indicators based on these questions may be included in the grant agreement for the grant recipients.

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

Information needed to evaluate service delivery/project performance, must be reported via the DoH approved mechanisms outlined in the grant agreement with DoH.

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

2.11 Financial reporting

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

Acquittal documents must be provided to DoH as outlined in the grant agreement.

Funding must only be used for the purposes for which it was provided.

2.12 DoH responsibilities and accountabilities under the Activity

The Minister for Health has responsibility for the Dementia and Aged Care Services Fund. DoH will:
• meet the Australian Government’s terms and conditions of the grant agreement established with organisations
• ensure that services provided under the programme are accountable to the Australian Government under the terms and conditions agreed in the grant agreement
• administer the operation of the programme in a timely manner
• identify suitable providers to deliver the activities required as per the grant agreement
• work in partnership with the provider to ensure the programme is implemented and will provide the service provider with constructive feedback,
• ensure that the outcomes contained within the Programme Guidelines Overview are being met and evaluate the provider’s performance against the programme outcomes, and
• information on the successful grants will be published on the DoH website within the required timeframes.

2.13 Grant recipients responsibilities and accountabilities under the Activity

In entering into a grant agreement with DoH, the grant recipient must comply with all requirements outlined in the suite of documents that comprise the agreement including these Programme Guidelines, the grant agreement and the Agreement Terms and Conditions (available on the DoH Website).

Grant recipients are responsible for ensuring:
• the terms and conditions of the grant agreement are met;
• service provision is effective, efficient, and appropriately targeted;
• highest standards of duty of care are applied;
• services are operated in line with, and comply with the requirements as set out within all state and territory and Commonwealth legislation and regulations;
• ensuring Indigenous Australians have equal and equitable access to services;
• working collaboratively to deliver the Programme; and
• contributing to the overall development and improvement of the Programme such as sharing best practice.

2.14 Risk management strategy

Risk management is a key business process and an essential component of sound management and good corporate governance. Risk can be defined as the “effect of uncertainty on objectives”. DoH is committed to the effective management of risk to ensure we harness opportunities and minimise adverse effects to activity objectives. Every activity involves some degree of risk. Risk management is not about eliminating risk. It is about managing risk from the start of any activity in order to achieve our business objectives. Organisations may be required to participate in a Financial Viability Assessment during the Assessment process of an application.

DoH’s approach to risk management is based on the Australian/New Zealand International Standard on Risk Management (AS/NZS ISO 31000:2009) and aligns with the Commonwealth Risk Management Policy which supports the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

2.15 Special conditions applying to the Programme

Any special conditions relating to this Activity will be negotiated between the relevant DoH programme area and the grant recipient on a case-by-case basis and then specified in the individual Grant Agreement.

3 Application Process

3.1 Overview of the application process

All grant processes will be undertaken in accordance with the requirements of the Commonwealth Grant Guidelines Rules and Guidelines 1 July 2014 and will be for purposes that are consistent with the objectives and priorities of the Activity.

3.2 Programme Guidelines Overview

Applicants for grants funding rounds conducted for this Activity will be provided documents comprising:
• the Programme Guidelines Overview (this document)
• an Application Pack - a suite of documents with information specific to each grant funding round conducted within the Activity.

3.2.1 Application Pack
The Application Pack will comprise the following documents:

Selection Funding Round Summary
This document includes the following information:
• objectives and requirements of the funding round
• the type of selection process being used
• opening and closing dates
• the value of the funding round
• how to submit an application
• selection criteria, and
• eligibility criteria.

Application Form
This document asks you to address selection criteria relating to the particular funding round you are applying for and also requires you to complete general information about you as the provider applying for funding.

DoH Grant Agreement template
The grant agreement template will include information relating to the Grant objectives, the activities to be undertaken, the duration of the grant, payment, reporting requirements, supplementary terms and conditions. This template will form the basis of the final grant agreement which will be sent to successful applicants.

Questions and Answers
Applicants for funding rounds will also be provided with a Questions and Answers document which aims to answer any questions and provide additional information relating to the Activity and any application process.

3.3 Achieving value for money
In assessing the extent to which the application represents value for money, DoH will have regard to the following:
• the relative merit of each application
• the overall objective/s to be achieved in providing the funding
• the relative cost of the proposal, or of elements of the proposal
• the extent to which the applicant has demonstrated a capacity to fund the proposal taking into consideration all possible sources of finance, including debt finance
• the geographic location of the proposal, and
• the extent to which the evidence in the application demonstrates that the proposal will be located in a community with one or more of the following features:
  o the community is identified as a priority community by DoH
  o the community has high levels of the target population or of a special needs group
  o the community has high population growth in the target population or has anticipated high population growth in the target population.

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

Access to funding will be available through a variety of means and at various times throughout the funding period. DoH proposes to undertake a mix of the following selection processes to achieve the objectives and priorities of the Dementia and Aged Care Services Fund.
3.4.1 Open competitive selection process
An open competitive selection process is open to all providers operating in the marketplace. Open processes are advertised through the media, the DoH website, and other sources in order to attract as much interest as possible. Open competitive grant rounds have open and closed nominated dates, with eligible applications being assessed against the nominated selection criteria.

DoH may from time to time use an open competitive process to establish a list of registered training organisations. The scope of any such listing will be consistent with the aims, objectives and priorities of the Dementia and Aged Care Services Fund.

3.4.2 Restricted competitive selection process
A restricted (or targeted) selection process is used where there are few providers available due to highly specialised services being required, there are geographical considerations, specific expertise is required or there are time constraints. A restricted grant round is still competitive, but only opens to a small number of potential grant recipients based on the specialised requirements of the granting activity or project under consideration. Potential grant recipients are invited to apply and will still need to be assessed against nominated selection criteria.

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

DoH from time to time may conduct a direct selection in the event that there is a change in government policy, a shift in demographics, unforeseen circumstances (including urgent need) or due to service provider failure.

3.4.4 Expressions of Interest (EOI) process
DoH may call for EOIs to test the market to ascertain the extent of potential applicants. An EOI will be advertised as the first in a two stage process. The second stage involves applicants selected through the EOI process applying in either a targeted or direct process.

DoH may advertise any funding process:
- in major national newspapers and other selected newspapers
- on the DoH website, and
- on the Government grants website.

Any advertisement will inform potential applicants of where to obtain application information for the relevant process. Processes will be provided on the DoH website under the Grants tab.

DoH from time to time may conduct a direct selection in the event that there is a change in government policy, a shift in demographics, unforeseen circumstances or due to service provider failure.

3.4.5 Unsolicited Proposals
DoH may make provision under the Activity for one-off grants from unsolicited proposals. The unsolicited proposal would be to meet a specific need, often due to urgency or other circumstances. The proposal will be assessed by DoH via a direct selection process to ensure it meets the aims and objectives of the Activity.

DoH has no obligation to accept an unsolicited proposal. Should DoH decide that it would be appropriate to accept an unsolicited proposal, it will notify the applicant in writing and enclose an application form. The applicant must return the completed application form to DoH. Acceptance of an unsolicited proposal by the Delegate does not guarantee funding.

DoH will assess unsolicited proposals in accordance with these Programme Guidelines, particularly with regards to the Activity under which the proposal falls.

Any decisions by DoH regarding the funding or non-funding of an unsolicited proposal will be final.
3.5 Service delivery areas

Service area boundaries for projects are to be determined by the Department. Where service delivery areas are specified, this will be provided in the Application Pack.

DoH may also, at its discretion, facilitate flexible grants in circumstances where service providers have met grant agreement requirements within a specified service area and wish to reallocate all or part of any remaining funds to another service they are funded to deliver in another service delivery area under the same grant agreement.

3.6 Selection criteria

This section sets out the full suite of selection criteria that may be used for any funding process under the Dementia and Aged Care Services Activities. Some Sub-Activities may have specialist criteria applied.

Depending on the Activity, type of funding process and in the interest of red tape reduction, a reduced or tailored set of assessment criteria may be set by the appropriate Departmental Delegate exercising their ability to waive or add criteria. The final set of selection criteria will be reflected in the Application Pack.

3.6.1 Dementia and Aged Care Services Fund

Assessment criteria or sub-criteria may be used as threshold criteria for any funding process. Should any of the assessment criteria be used as threshold criteria, this will be clearly indicated in the Application Kit.

The equally weighted selection criteria that may be used for any funding process under this activity are:

1. Provide justification of why this project is needed, including evidence of specific service or knowledge gaps and describe how this project links with, or is complementary to, other activities and/or services.
2. Explain how this project will address an identified need and the long term benefits it will deliver to achieve the desired outcomes and how the outcome may be translated across the aged care sector.
3. Provide details of your organisational and staff capacity including information on experience, skills and qualifications of management and project personnel and the time they will commit to the project. Provide details of your organisation’s previous experience in delivering similar projects and ability to deliver the projects objectives.
4. Describe how your organisation will manage the project with a project plan. Demonstrate how outcomes will be met within the project timeframe and how your organisation manages multiple projects with competing timeframes.
5. Describe and demonstrate a clear link between the proposed project and the targeted priorities (Provided in the Application Pack-Funding Round Summary) for this funding round.

Tailoring the criteria is allowable where the criteria do not reflect the needs of the funding round or of the local community in which the project is to operate.

Meeting the selection 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.

3.6.2 Severe Behaviour Response Teams

CRITERION 1 – Service Delivery Model

Provide a detailed description of the proposed service delivery model your organisation plans to implement that includes but is not limited to:

a. the structure of a multidisciplinary and interdisciplinary model (including nursing, medical and allied health input), with access to specialist psycho geriatric staff with skills in behavioural management;

b. details of specified personnel and mechanisms for sourcing specialist sub-contractors (if required), detailing relevant attributes commensurate with providing a high level of clinical and psychosocial support;
c. a risk based, referral mechanism for DBMAS to SBRT to enable nationally consistent referrals, and which takes into account both client characteristics and risk factor factors. Upon agreement of this referral mechanism with DoH, the successful SBRT will need to work with DBMAS to ensure this referral mechanism is clearly documented and implemented to ensure only appropriate cases are referred to the SBRT;

d. clear clinical governance arrangements regarding personal, medical and specialist care needs of clients; and

e. a clinical and bio psychosocial\(^1\) care pathway for the service episode that includes actions, interventions and assessment activities.

CRITERION 2 – Core Service Elements

Provide a detailed description of how your organisation will deliver the following Core Service Elements:

a. delivery of a nationally consistent operation covering all Commonwealth residential aged care homes and flexible funded services;

b. undertaking short term case management including assessments to ascertain causes of the behaviours, facilitating appropriate diagnostic interventions and assisting care staff in resolving the immediate crisis;

c. undertaking longer term case management including assisting care staff to develop long term care plans;

d. devising transition strategies between acute and residential care, that support the transition process without managing the logistics; and

e. provision of information, hands on education, training and follow up assistance as needed;

f. building and sustaining relationships with other relevant Commonwealth Programme providers such as DBMAS, DTSC and Primary Health Networks; and

g. building and sustaining relationships with other relevant state and territory government organisations such as psychogeriatric units, as required.

CRITERION 3 – Organisational Experience

Provide evidence of your organisation’s demonstrated skills and experience in a similar service delivery model which must include:

a. achieving improved client outcomes;

b. providing service delivery to special needs groups, including CALD, LGBTI and Aboriginal and Torres Strait Islander peoples, as noted under section 2.4 of the Ageing and Service Improvement Programme Guidelines, April 2015;

c. supporting existing provider and health systems, including transition processes; and

d. maintaining linkages across the different disciplines and sectors for continuity and co-ordination of care.

\(^1\) A biopsychosocial model is the interaction between one’s genetic makeup (biology), mental health and personality (psychology), and sociocultural environment (social) that contribute to health or illness. Source: Boundless. “The Biopsychosocial Model.” Boundless, 03 Jul. 2014.
CRITERION 4 – Infrastructure

Provide an overview of current and proposed infrastructure within your organisation that will enable the achievement of the desired outcomes of the project which must include:

a. facilitating initial responses to referrals within 24-48 hours either by face to face or video conference contact, including for rural and remote clients; and

b. strategies for ensuring access to remote and rural providers, accounting for the Differences in capacity, access to technology and distance from services that may exist.

CRITERION 5 – Analysis and Benchmarking

Provide a response to the aforementioned benchmarking requirement which addresses the following components:

a. your organisation’s proposed handling of the benchmarking data requirements;

b. your organisation’s proposed approach to collection and analysis of the data;

c. your organisation’s proposed Key Performance Indicators (KPI) to allow measurement of the above requirements; and

d. your organisation’s proposed target measures of these KPI’s.

3.7 Advertising a selection process

DoH may advertise any funding process:

- in major national newspapers and other selected newspapers or
- on the DoH website, or
- on the Government grants website.

Any advertisement will inform potential applicants of where to obtain application information for the relevant process. Processes will be provided on the DoH website under About Us>Tenders and Grants.

3.8 How to submit an application

To apply under this process, applicants will need to complete the Application Form and respond to selection criteria as detailed above and in the Funding Round Summary document. Applications must be received electronically by the closing date and time as stated in the Application Pack.

All applicants including current service providers will need to respond fully to the Selection Criteria in the Application Form and provide the information required in the format and to the extent specified.

Applications can only be submitted during the application round for the Activity and for the locations or sites as defined in the Application Form.

Your application is not an agreement or contract. Meeting the selection 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. All information requested on the application must be provided to enable your application to be fully considered.

DoH will not issue Application Forms or accept completed applications by fax or mail.

3.8.1 How to submit an unsolicited proposal application

An organisation which meets the eligibility criteria in 2.3 may approach DoH through the Department’s State and Territory Network Office or directly to the National Office to discuss unsolicited proposals at any time. An application form may be provided for the applicant to complete and return to DoH for assessment.

DoH may not issue Application Forms or accept completed applications for unsolicited proposals by fax or mail.

All applicants will need to respond fully to the Selection Criteria in the Application Form and provide the information required in the format and to the extent specified.
All information requested on the application form must be provided to enable an application to be fully considered.

Applicants must meet the costs associated with the development and lodgement of their application.

An application is not an agreement or contract.

3.8.2 How to submit an application through a selection process or an EOI

Applications are to be submitted electronically. DoH may not issue Application Forms or accept completed applications by fax or by mail.

All applications must be received by the closing date and time as stated in the Application Pack. All applicants, including current service providers, will need to respond fully to the Selection Criteria in the Application Form and provide the information required in the format and to the extent specified. All information requested on the application form must be provided to enable an application to be fully considered.

Applicants must meet the costs associated with the development and lodgement of their application. An application is not an agreement or contract.

3.8.3 Applicant responsibilities

It is the responsibility of the applicant to ensure that their application is complete and accurate. Giving false or misleading information to DoH is a serious offence, applicants or their partners who do so may be prosecuted under section 137.1 of the Criminal Code Act 1995.

Applicants should ensure they keep a copy of their application and any supporting papers, either electronically or in hard copy, for their own records.

3.8.4 What needs to be included?

DoH will not assess applications that are not complete, and that do not contain all required attachments if applicable (see Application Form checklist) outlined in the Application Form.

3.8.5 What should not be included?

Any attachments to the Application Form which are not specifically requested in the Application Form may not be considered as part of the assessment process.

3.8.6 What happens if you provide more than the specified number of words?

The Application Form specifies a word limit for each selection criteria. Text beyond the word limits will not be considered as a part of the assessment process.

3.8.7 Closing date and time

The timeframe for submission of applications for any funding process will be set out in the Application Pack.

In order to be received by DoH, the application must be submitted in full via the method prescribed in the Application Pack.

The applications must be received by DoH within the application period to be considered.

3.8.8 Late applications

DoH may reject any application lodged after the closing date. If an application is late, DoH may determine that there were exceptional circumstances beyond the applicant’s control that meant the deadline could not be met. The applicant will need to supply documentary evidence to support any exceptional circumstances. DoH has no obligation to accept a late application. Any decision by DoH to accept or not accept a late application will be final.
3.8.9 Questions and answers during the application period
Details of ‘Questions and Answers’ facilities and contact details will be provided on the DoH website under the Grants tab. DoH will respond to emailed questions within five working days.

Note: A list of ‘Frequently Asked Questions’ is available on DoH’s website. Responses to questions of interest to all applicants may be added to the list during the application period.

DoH will only respond to requests for information that seek clarification of issues to allow them to better understand the requirements of the Programme Guidelines Overview including the Application Pack.

3.8.10 Questions after the application period
DoH will not accept or respond to any applicant requests for information or correspondence about the status or progress of their application during the assessment phase.

3.8.11 Application acknowledgement
Unless prior agreement has been reached with DoH an application will not be considered lodged until it is received by DoH. The applicant will receive email notification from DoH within 48 hours of an application being lodged correctly. If the applicant has not received notification in this timeframe, the applicant should contact DoH to confirm that the form has been lodged correctly.

3.9 Conflicts of Interest
A conflict of interest (inclusive of a perceived conflict of interest) may exist if departmental staff, any member of an advisory panel or expert committee, and/or the applicant or any of its personnel:

- has a relationship (whether professional, commercial or personal) with a party who is able to influence the application assessment process, such as a departmental officer;
- has a relationship with, or interest in, an organisation, which is likely to interfere with or restrict the applicant in 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 as a result of the granting of funding under the PHN Programme.

Each party will be required to declare as part of their application, existing conflicts of interest or that to the best of their knowledge there is no conflict of interest, including in relation to the examples above, that would impact on or prevent the applicant from proceeding with the project or any funding agreement it may enter into with the Australian Government.

Where a party subsequently identifies that an actual, apparent, or potential conflict of interest exists or might arise in relation to this application for funding, external parties must inform the department in writing immediately. Departmental staff or members of any advisory panel or expert committee must advise the chair of the assessment panel. Conflicts of interest will be handled in compliance with departmental policies and procedures on the department’s website.

Conflicts of interest for departmental staff will be handled in compliance with the Australian Public Service Commission policies and procedures.

4 Terms and conditions applying to Selection/s

4.1 Liability issues
DoH is not liable to the applicant in relation to the selection process, including without limitation, when DoH:

- varies or terminates all or any part of the selection process or any negotiations with the applicant
- decides not to acquire any or all of the services sought through the selection process
- exercises or fails to exercise any of its other rights under, or in relation to the Programme Guidelines Overview.

4.2 DoH's rights
DoH reserves the right to amend the Programme Guidelines suite of documents by whatever means it may determine at its absolute discretion and will provide reasonable notice of these amendments.
4.3 Disclaimer

DoH, its officers, agents and advisors:

- are not, and will not be, responsible or liable for the accuracy or completeness of any information in or provided in connection with the Programme Guidelines Overview
- make no express or implied representation or warranty that any statement as to future matters will prove correct
- disclaim any and all liability arising from any information provided to the applicant, including, without limitation, errors in, or omissions contained in, that information
- except so far as liability under any statute applies, accept no responsibility arising from errors or omissions contained in any information in this document and the Application Form, and
- accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing reliance on the contents of these documents, or any other information provided by DoH.

4.4 Fraud

Applicants can report all fraud concerns by:

- contacting the DoH fraud contact line on 02 6289 1700 (contact details are not required but may assist in any information gathering and subsequent investigation), or
- emailing fraudsection@health.gov.au.

4.5 Personal information

Any personal information you provide is protected under the Privacy Act 1988. It can only be disclosed to someone else if you have been given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

If you have questions or concerns about how your personal information is handled you can contact the contact officer listed in any application documentation, or the Office of the Australian Information Commissioner on 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges) or by emailing: enquiries@oaic.gov.au.

4.6 Freedom of Information

All documents in the possession of DoH including those in relation to the Activity are subject to the Freedom of Information Act 1982 (FOI Act).

The FOI Act creates a general right of access to documents in the possession of DoH and this right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act.

All FOI requests are to be referred to the FOI Coordinator in DoH.

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

By email: foi@health.gov.au

For more information on making a request for access to documents in the possession of DoH under the FOI Act, follow this link to the FOI information on the DoH Website.
5 Financial and Other Arrangements

5.1 Financial arrangements

DoH uses standard grant agreements. Grants will only be provided in accordance with an executed grant agreement. The terms and conditions of DoH’s grant agreements cannot be changed. The grant agreement will contain the entire agreement between the parties. There is no binding agreement on any parties until the grant agreement is agreed to and signed by the delegate and the applicant’s authorised representative.

The grant agreement is the legal agreement between DoH and the grant recipient over the grant period. In managing the grant provided, the grant recipient must comply with all the requirements of the grant agreement.

Grant recipients are responsible for ensuring that:

- the terms and conditions of the grant agreement are met
- service provision is effective, efficient, and appropriately targeted
- highest standards of duty of care are applied, and
- services are operated in line with, and comply with the requirements as set out within all State and Territory and Commonwealth legislation and regulations.

Grant recipients should also be aware of any case based law that may apply or affect their service delivery.

The Terms and Conditions of the grant agreement are available on the [DoH website](http://www.health.gov.au).

6 Complaints

6.1 Applicants/grant recipients

DoH’s [Procurement and Funding Complaints Handling Policy](http://www.health.gov.au) applies to complaints that arise in relation to a procurement or funding process. It covers events that occur between the time the request documentation is released publicly and the date of contract execution, regardless of when the actual complaint is made. DoH requires that all complaints relating to a grant or procurement process must be lodged in writing. Further details of the policy are available on the ‘About Us’ page on the Department’s internet site (www.health.gov.au).

6.2 Client/customer

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

7 Contact information

Contact information for the Activity:

Address: Sirius Building  
Furzer Street  
Woden Town Centre ACT

Mail: GPO Box 9848  
Canberra ACT 2601

Phone: 1800 020 103. (local call cost, but calls from mobile and pay phones may incur higher charges)


If you are deaf or have a hearing or speech impairment, you can use the [National Relay Service](http://www.nrs.gov.au) to contact any of DoH’s listed phone numbers.
8 Glossary
Not applicable