



Grant Opportunity Guidelines

Inspiring Australia - Science Engagement Programme National Science Week Grants 2020

Opening date:	17 September 2019
Closing date and time:	5.00pm AEDT on 30 October 2019
Commonwealth policy entity:	Department of Industry, Innovation and Science
Administering entity	Department of Industry, Innovation and Science
Enquiries:	If you have any questions, contact us on 13 28 46.
Date guidelines released:	17 September 2019
Type of grant opportunity:	Open competitive

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1. Inspiring Australia - Science Engagement Programme: National Science Week Grants processes

The Inspiring Australia – Science Engagement Programme is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program, which contributes to [Department of Industry, Innovation and Science's Outcome One](#). The department works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



The grant opportunity opens

We publish the grant guidelines on [business.gov.au](#) and GrantConnect.



You complete and submit a grant application

You complete the application form, addressing all the eligibility and assessment criteria in order for your application to be considered.



We assess all grant applications

We review the applications against eligibility criteria and notify you if you are not eligible. We assess eligible applications against the assessment criteria including an overall consideration of value with relevant money and compare it to other eligible 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 successful applicants. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



Delivery of grant

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



Evaluation of the National Science Week Grants

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

2. About the grant program

The Inspiring Australia - Science Engagement Programme (the program) provides funding for a range of initiatives delivered under the Inspiring Australia banner.

The program contributes to the government's vision for an Australian society engaged in and enriched by science. Through this program and other science engagement activities, the government aims to achieve:

- engagement by the wider Australian community with the sciences, including through major activities and events such as National Science Week
- public recognition and national awareness and pride in the achievements of our best scientists and innovators
- effective communication on key science issues, between scientists, the general public and Australian decision makers in business and government
- enhanced focus on building skills and capability in science, technology, engineering and mathematics (STEM) and digital literacy, in Australian schools and communities.

It does this by funding and supporting a range of science communication and engagement activities and events under the following program elements:

- Targeted Science Communication
- National Science Week
- Prime Minister's Prizes for Science
- Citizen Science Grants
- Maker Projects Grants
- Sponsorship Grants for Student Science Engagement and International Competitions

There will be other grant opportunities, provided through both open and closed application processes, as part of this program. We will publish the [opening and closing dates](#) and any other relevant information on business.gov.au and GrantConnect.

The Program Delegate may agree to run a closed non-competitive grant selection process for particular activities under select program elements where:

- it can be demonstrated that the activity is consistent with the program objectives and with one of the program elements
- there is funding available under the program to support the activity
- the activity requires capabilities that are not widely available, such that it would not be cost-effective to run an open application process, or relies on intellectual property that cannot be obtained through an open application process
- there is clear documentation showing the grant selection process and demonstrating that the grant represents good value for money.

The Program Delegate may re-allocate funding between elements under the program based on demand.

We administer the program according to the [Commonwealth Grants Rules and Guidelines](#) (CGRGs)¹.

¹ <https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf>

2.1. About the National Science Week Grants grant opportunity

These guidelines contain information for the National Science Week Grants.

National Science Week is Australia's major national celebration of the sciences, occurring in August each year. National Science Week 2020 will be held 15-23 August 2020. National Science Week provides the opportunity for community participation in high profile science engagement activities across the nation.

The objectives of the grant opportunity are to:

- support diverse local organisations and government to work together on science engagement activities that have been adapted to local needs
- inspire wide community participation in science, technology, engineering and mathematics (STEM).

The intended outcomes of the grant opportunity are to:

- increase community participation in science engagement activities
- celebrate and showcase science to the Australian public and the world.

This document sets out:

- the eligibility and assessment criteria
- how we consider and assess grant applications
- how we notify applicants and enter into grant agreements with grantees
- how we monitor and evaluate grantees' performance
- responsibilities and expectations in relation to the opportunity.

The Department of Industry, Innovation and Science (the department/we) is responsible for administering this grant opportunity.

We have defined key terms used in these guidelines in appendix A.

You should read this document carefully before you fill out an application.

3. Grant amount and grant period

The Australian Government has announced a total of \$7.23 million per year in ongoing funding for the program. For this grant opportunity, up to \$500,000 is available each year.

3.1. Grants available

- The minimum grant amount is \$2,000
- The maximum grant amount is \$20,000.

The value of your project must exceed the grant you are seeking. You must have additional funding or in-kind contributions from sources other than the grant to support the project. We treat proposed cash and in-kind resources from applicants equally. You will need to provide a dollar value for any in-kind contributions.

We will only award applications of exceptional merit the maximum grant amount of \$20,000.

3.2. Project period

Your project must be focussed on conducting eligible activities that take place during National Science Week, or where appropriate, in the week before or after National Science Week in 2020.

Your project period may also take account of any preliminary work required to prepare for your National Science Week activities, such as booking performers and venues. You may start your project from the date you sign your grant agreement. Your activities must cease in the week after National Science Week. Your project must be completed (and all expenditure paid for) within 4 weeks of conducting your National Science Week activities.

Your project may include expenditure incurred on preliminary work provided it meets the eligible expenditure requirements detailed below.

4. Eligibility criteria

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

4.1. Who is eligible?

To be eligible you must:

- be an individual 18 years of age or older, or
- have an Australian Business Number (ABN).

Joint applications are acceptable, provided you have a lead applicant who is the main driver of the project and is eligible to apply. For further information on joint applications, refer to section 7.2.

4.2. Who is not eligible?

You are not eligible to apply if you are:

- a Commonwealth entity (unless you are a publicly funded research organisation that meets the eligibility criteria in 4.1).

4.3. What qualifications or skills are required?

If you are successful, relevant personnel working on the project must maintain the following registration/checks:

- Working with Children check
- Working with Vulnerable People registration.

5. What you can use the grant for

5.1. Eligible activities

To be eligible your project must:

- be directed towards a science-related activity that will be conducted in Australia during National Science Week, or where appropriate, in the week before or after National Science Week
- address one or more of the following purposes:
 - draw the nation's attention towards the sciences
 - spark broad interest and engagement in the sciences
 - provide an opportunity for all Australians to participate in science events and activities
 - foster partnerships between the community, research organisations and industry
 - trial new and innovative science communication activities
- involve attendance or participation by the general public
- include eligible project activities.

Examples of eligible activities include:

- events relating to existing exhibitions (including travelling exhibitions)
- cinema and theatre
- debates
- quizzes
- open days
- interactive workshops
- expos and fairs
- presentations
- online-events
- forums
- events that relate to the theme for that particular International Year
- events that relate to the National Science Week school theme.

We may also approve other activities.

5.2. Eligible expenditure

You can only spend grant funds on eligible expenditure you have incurred on an agreed project as defined in your grant agreement.

Eligible expenditure items are:

- travel and accommodation
- external venue and equipment hire
- consumable materials used during your event (for example workbooks, chemicals etc.)
- external presenter fees and travel
- prizes
- event advertising and promotion, including graphic design
- displays.

If your application is successful, we may ask you to verify project costs that you provided in your application. You may need to provide evidence such as quotes for major costs

Not all expenditure on your project may be eligible for grant funding. The Program Delegate makes the final decision on what is eligible expenditure and may give additional guidance on eligible expenditure if required.

To be eligible, expenditure must:

- be a direct cost of the project
- be incurred by you for required project audit activities.

You must incur the project expenditure between the project start and end date for it to be eligible unless stated otherwise.

You must not commence your project until you execute a grant agreement with the Commonwealth. Your project end date must be within 4 weeks of conducting your National Science Week activities.

5.3. What you cannot use the grant for

Expenditure items that are not eligible include the costs of:

- infrastructure and support costs associated with ongoing activities
- general administration
- salaries and salary related expenses, including event management
- administrative levies/fees imposed by a parent organisation
- internal charges such as venue hire
- training programs or professional development for teachers
- teaching resources and curriculum development materials
- projects hosted on school grounds primarily for the benefit of school students
- capital expenditure for the purchase of assets such as office furniture and equipment, motor vehicles, production designs or technologies, computers, printers, photocopiers, construction, renovations and scientific equipment
- activities of a commercial or proprietary nature
- product development, production and distribution (including websites, apps, booklets, videos and DVDs) where this is the sole or major project activity
- advertising or promotion related to any products
- research projects including surveys
- conferences and meetings
- hospitality or catering.

Expenditure items that receive funding under another Commonwealth program, or from a National Science Week state or territory Coordinating Committee, in the same year.

6. The assessment criteria

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

The application form asks questions that relate to the assessment criteria below. The amount of detail and supporting evidence you provide in your application should be relative to the project size, complexity and grant amount requested. You should provide evidence to support your answers. The application form displays size limits for answers.

We will only award funding to applications that score highly against all assessment criteria and who score at least 50 per cent on each criterion, as these represent best value for money.

6.1. Assessment criterion 1

The reach and impact of the project (50 points)

You should demonstrate this through identifying:

- a. the quality of the sciences being demonstrated
- b. the impact of the project activities on audiences
- c. intended audience and anticipated audience numbers (including a rationale for these)
- d. geographic reach of the project.

6.2. Assessment criterion 2

Your capacity, capability and resources to carry out the project (20 points)

You should demonstrate this through identifying:

- a. your track record with similar projects, including any previous National Science Week projects
- b. your access to personnel with the right skills and experience
- c. your access to appropriate venues, infrastructure, capital equipment, technology, and any required regulatory or other approvals.

6.3. Assessment criterion 3

Impact of funding on your project (30 points)

You should demonstrate this through identifying:

- a. how the grant will impact the project in terms of size and reach
- b. the nature of any proposed partnerships with other people/organisations in delivering the project and the benefits they will bring
- c. the total level of other contributions (cash and in-kind) to the project. Explain why any in-kind contributions are integral to achieving project outcomes. Justify how you calculate the dollar value of any in-kind contributions.

7. How to apply

Before applying, you should read and understand these guidelines, and the sample [grant agreement](#) published on [business.gov.au](#) and GrantConnect.

You can only submit an application during a funding round.

To apply, you must:

- complete the online [program application form](#) on [business.gov.au](#)
- provide all the information requested
- address all eligibility and assessment criteria
- include all necessary attachments.

You will receive confirmation when you submit your application. You should retain a copy of your application for your own records.

You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code 1995* (Cth). If we consider that you have provided false or misleading information we may not progress your application. If you find an error in your application after submitting it, you should call us immediately on 13 28 46.

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 you need further guidance around the application process, or if you are unable to submit an application online, [contact us](#) at [business.gov.au](#) or by calling 13 28 46.

7.1. Attachments to the application

Provide the following documents with your application:

- trust deed (where applicable)
- letters of support from partners (where applicable for joint applications).

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.

7.2. Joint applications

We recognise that some organisations may want to join as a group to deliver a project. In these circumstances, you must appoint a lead organisation. Only the lead organisation can submit the application form and enter into the grant agreement with the Commonwealth. The application should identify all other members of the proposed group and include a letter of support from each of the project partners. Each letter of support should include:

- details of the project partner
- an overview of how the project partner will work with the lead organisation and any other project partners in the group to successfully complete the project
- an outline of the relevant experience and/or expertise the project partner will bring to the group
- the roles/responsibilities the project partner will undertake, and the resources it will contribute (if any)
- details of a nominated management level contact officer.

You must have a formal arrangement in place with all parties prior to execution of the grant agreement.

7.3. Timing of grant opportunity

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

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	8-10 weeks
Approval of outcomes of selection process	4-6 weeks
Negotiations and award of grant agreements	2-6 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	Date of execution of your grant agreement
End date of grant commitment	September 2020

8. The grant selection process

We first review your application against the eligibility criteria. If eligible, we will then assess it against the assessment criteria. Only eligible applications will proceed to the assessment stage.

We consider your application on its merits, based on:

- how well it meets the criteria
- if competitive, how it compares to other applications

- whether it provides value with relevant money.

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

- the overall objectives of the grant opportunity
- the evidence provided to demonstrate how your project contributes to meeting those objectives
- the relative value of the grant sought.

We refer your application to the National Science Week Grants Committee, a committee of experts.

The committee will assess your application against the assessment criteria and compare it to other eligible applications in a funding round before recommending which projects to fund.

In order to support a spread of projects across Australia and across the Sciences, the Committee will also take into account the fields of science being demonstrated and the state or territory the projects will be occurring in, when recommending projects for funding.

To recommend an application for funding it must score highly against each assessment criterion. While we assess all applications against the same assessment criteria, we will score your application relative to the project size, complexity and grant amount requested. The evidence you provide to support your application should be proportional to the size and complexity of your project.

If the selection process identifies unintentional errors in your application, we may contact you to correct or clarify the errors, but you cannot make any material alteration or addition.

8.1. Who will approve grants?

The Program Delegate (who is an AusIndustry Senior Responsible Officer with responsibility for the program) decides which grants to approve taking into account the recommendations of the committee and the availability of grant funds.

The Program Delegate's decision is final in all matters, including:

- the grant approval
- the grant funding to be awarded
- any conditions attached to the offer of funding.

We cannot review decisions about the merits of your application.

The Program Delegate will not approve funding if there is insufficient program funds available across relevant financial years for the program.

9. Notification of application outcomes

If you are successful, you will receive a written offer, including any specific conditions attached to the grant.

If you are unsuccessful, we will notify you in writing and give you an opportunity to discuss the outcome with us. You can submit a new application for the same (or similar) project in any future funding rounds. You should include new or more information to address the weaknesses that prevented your previous application from being successful. If a new application is substantially the same as a previous ineligible or unsuccessful application, we may refuse to consider it for assessment.

10. Successful grant applications

You will need to use National Science Week branding in the promotion of events, and register the event on the National Science Week website by 30 June 2020.

10.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. A sample [grant agreement](#) is available on business.gov.au and GrantConnect.

We must execute a grant agreement with you before we can make any payments. Execute means both you and the Commonwealth have signed the agreement. We are not responsible for any expenditure you incur until a grant agreement is executed.

The approval of your grant may have specific conditions determined by the assessment process or other considerations made by the Program Delegate. We will identify these in the offer of funding.

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

10.2. Exchange of letters grant agreement

We will use an exchange of letters grant agreement. We will send you a letter of offer advising that your application has been successful. You accept the offer by signing and returning to us. We consider the agreement to be executed from the date we receive your signed document. You will have 30 days from the date of our letter to sign and return to us otherwise the offer may lapse.

10.3. Project specific legislation, policies and industry standards

You must comply with all relevant laws and regulations in undertaking your project. You must also comply with the specific legislation/policies/industry standards that follow. It is a condition of the grant funding that you meet these requirements. We will include these requirements in your grant agreement.

10.3.1. Child Safety Requirements

You must comply with all relevant legislation relating to the employment or engagement of anyone working on the project that may interact with children, including all necessary working with children checks.

You must implement the National Principles for Child Safe Organisations endorsed by the Commonwealth and available at: <https://www.humanrights.gov.au/national-principles-child-safe-organisations>.

You will need to complete a risk assessment to identify the level of responsibility for children and the level of risk of harm or abuse, and put appropriate strategies in place to manage those risks. You must update this risk assessment at least annually.

You will also need to establish a training and compliance regime to ensure personnel are aware of, and comply with, the risk assessment requirements, relevant legislation including mandatory reporting requirements and the National Principles for Child Safe Organisations.

10.4. How we pay the grant

The grant agreement will state the:

- maximum grant amount we will pay
- proportion of eligible expenditure covered by the grant (grant percentage)

- any in-kind contributions you will make
- any financial contribution provided by you or a third party.

We will not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

We will pay 100 per cent of the grant on execution of the grant agreement. You will be required to report how you spent the grant funds at the completion of the project.

10.5. Tax obligations

If you are registered for the Goods and Services Tax (GST), where applicable we will add GST to your grant payment and provide you with a recipient created tax invoice. You are required to notify us if your GST registration status changes during the project period. GST does not apply to grant payments to government related entities².

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 tax.

11. Announcement of grants

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the *Commonwealth Grants Rules and Guidelines* unless otherwise prohibited by law. We may also publish this information on business.gov.au. This information may include:

- name of your organisation
- title of the project
- description of the project and its aims
- amount of grant funding awarded
- Australian Business Number
- business location
- your organisation's industry sector.

12. How we monitor your grant activity

12.1. Keeping us informed

You must let us know if anything is likely to affect your project or organisation.

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

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

² See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au

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

12.2. Reporting

You must submit reports in line with the grant agreement. We will provide sample templates for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress against agreed project milestones
- project expenditure, including expenditure of grant funds
- contributions of participants directly related to the project.

The amount of detail you provide in your reports should be relative to the project size, complexity and grant amount.

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

12.2.1. End of project report

When you complete the project, you must submit an end of project report.

End of project reports must:

- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred for the project
- include a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money
- be submitted by the report due date
- be in the format provided in the grant agreement.

12.2.2. Ad-hoc report

We may ask you for ad-hoc reports on your project. This may be to provide an update on progress, or any significant delays or difficulties in completing the project.

12.3. Grant agreement variations

We recognise that unexpected events may affect project progress. In these circumstances, you can request a variation to your grant agreement, including:

- changing project milestones
- changing project activities

Note the program does not allow for:

- an increase of grant funds
- your eligible activities to occur at any other time other than during National Science Week or in the week before or after National Science Week.

If you want to propose changes to the grant agreement, you must put them in writing before the grant agreement end date. We can provide you with a variation request template.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome
- consistency with the program policy objective, grant opportunity guidelines and any relevant policies of the department.

12.4. Evaluation

We will evaluate the grant program to measure how well the outcomes and objectives have been achieved. We may use information from your application and project 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 four years after you finish your project for more information to assist with this evaluation.

12.5. Grant acknowledgement

If you make a public statement about a project funded under the program, including in a brochure or publication, you must acknowledge the grant by using the following:

‘This project received grant funding from the Australian Government.’

If you erect signage in relation to the project, the signage must contain an acknowledgement of the grant.

13. Probity

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

13.1. 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 our staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer or member of an external panel
- 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.

As part of your application, we will ask you to declare any perceived or existing conflicts of interests or confirm 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 us in writing immediately.

Conflicts of interest for Australian Government staff are handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)](#)³ of the [Public Service Act 1999 \(Cth\)](#)⁴. 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 department's [website](#)⁵.

13.2. How we use your information

Unless the information you provide to us is:

- confidential information as per 13.2.1, or
- personal information as per 13.2.3,

we may share the information with other government agencies for a relevant Commonwealth purpose such as:

- to improve the effective administration, monitoring and evaluation of Australian Government programs
- for research
- to announce the awarding of grants.

13.2.1. How we handle your confidential information

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

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- disclosing the information would cause unreasonable harm to you or someone else
- you provide the information with an understanding that it will stay confidential.

13.2.2. When we may disclose confidential information

We may disclose confidential information:

- to the committee and our Commonwealth employees and contractors, to help us manage the program effectively
- to the Auditor-General, Ombudsman or Privacy Commissioner
- to the responsible Minister or Assistant Minister
- to a House or a Committee of the Australian Parliament.

We may also disclose confidential information if

- we are required or authorised by law to disclose it
- you agree to the information being disclosed, or
- someone other than us has made the confidential information public.

³ https://www.legislation.gov.au/Details/C2017C00270/Html/Text#_Toc491767030

⁴ <https://www.legislation.gov.au/Details/C2017C00270>

⁵ <https://www.industry.gov.au/sites/g/files/net3906/f/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf>

13.2.3. How we use your personal information

We must treat your personal information according to the Australian Privacy Principles (APPs) and the *Privacy Act 1988* (Cth). This includes letting you know:

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

We may give the personal information we collect from you to our employees and contractors, the committee, and other Commonwealth employees and contractors, so we can:

- manage the program
- research, assess, monitor and analyse our programs and activities.

We, or the Minister, may:

- announce the names of successful applicants to the public
- publish personal information on the department's websites.

You may read our [Privacy Policy](#)⁶ on the department's website for more information on:

- what is personal information
- how we collect, use, disclose and store your personal information
- how you can access and correct your personal information.

13.2.4. Freedom of information

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

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

If someone requests a document under the FOI Act, we will release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

13.3. Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by [web chat](#) or through our [online enquiry form](#) on business.gov.au.

We may publish answers to your questions on our website as Frequently Asked Questions.

Our [Customer Service Charter](#) is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

If you have a complaint, call us on 13 28 46. We will refer your complaint to the appropriate manager.

If you are not satisfied with the way we handle your complaint, you can contact:

⁶ <https://www.industry.gov.au/data-and-publications/privacy-policy>

Head of Division
AusIndustry – Support for Business
Department of Industry, Innovation and Science
GPO Box 2013
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman⁷](#) with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁷ <http://www.ombudsman.gov.au/>

Appendix A. Glossary

Term	Definition
Application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.
AusIndustry	The division of the same name within the department.
Department	The Department of Industry, Innovation and Science.
Eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 5.1.
Eligible application	An application or proposal for grant funding under the program that the Program Delegate has determined is eligible for assessment in accordance with these guidelines.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.2.
Grant agreement	A legally binding contract between the Commonwealth and a grantee for the grant funding
Grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
Grantee	The recipient of grant funding under a grant agreement.
Grant execution	Grant execution means both you and the Commonwealth have signed the agreement.
Guidelines	Guidelines that the Minister gives to the department to provide the framework for the administration of the program, as in force from time to time.
Minister	The Commonwealth Minister for Industry, Science and Technology.
National Science Week Grants Committee	The body established by the Minister to consider and assess eligible applications and make recommendations to the Minister for funding under the program.

Term	Definition
Personal information	<p>Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:</p> <p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ol style="list-style-type: none"> a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.
Program Delegate	An AusIndustry Senior Responsible Officer within the department with responsibility for the program.
Program funding or Program funds	The funding made available by the Commonwealth for the program.
Project	A project described in an application for grant funding under the program.
Publicly funded research organisation (PFRO)	All higher education providers listed at Table A and Table B of the <i>Higher Education Support Act 2003</i> (Cth) and corporate Commonwealth entities, and State and Territory business enterprises, which undertake publicly funded research.
The Sciences	<p>Means any or all of:</p> <ul style="list-style-type: none"> ▪ the natural and physical sciences, such as biology, physics, chemistry and geology ▪ the applied sciences, such as engineering, medicine and technology ▪ newly emerging and interdisciplinary fields, such as environmental science, nanotechnology and phenomics ▪ mathematics ▪ the social sciences and humanities.