



Grant Opportunity Guidelines

Stronger Communities Programme Round 4

Opening date:	6 August 2018
Closing date and time:	5.00 pm AEDT on 18 October 2018
Commonwealth policy entity:	Department of Infrastructure, Regional Development and Cities
Administering entity	Department of Industry, Innovation and Science
Enquiries:	If you have any questions, contact us at business.gov.au .
Date guidelines released:	31 July 2018
Type of grant opportunity:	Closed non-competitive

Contents

1. Stronger Communities Programme - Round 4 processes	4
2. About the grant program	5
2.1. Grant amount and grant period	5
3. Community consultation	5
4. Grants available	6
4.1. Project duration	6
5. Eligibility criteria.....	6
5.1. Who is eligible?	6
5.2. Additional eligibility requirements.....	7
5.3. Who is not eligible?	7
6. Eligible grant activities	7
6.1. Eligible projects	7
6.2. Eligible activities.....	8
6.3. Eligible expenditure	8
6.4. Ineligible expenditure.....	9
7. How to apply	9
7.1. Attachments to the application.....	10
7.2. Timing of grant opportunity	10
7.3. Joint applications.....	10
8. The selection process	11
8.1. Replacement project.....	11
8.2. Final decision	11
9. Notification of application outcomes	11
10. If your application is successful	12
10.1. Grant agreement	12
10.2. Approval letter grant agreement.....	12
10.3. Exchange of letters grant agreement	12
10.4. How we pay the grant.....	12
10.5. How we monitor your project	12
10.6. Ad-hoc report	13
10.7. Compliance visits	13
10.8. Grant agreement variations	13
10.9. Keeping us informed.....	13
10.10. Evaluation	14
10.11. Tax obligations	14
10.12. Grant acknowledgement.....	14
11. Conflicts of interest	14
11.1. Your conflict of interest responsibilities	14

11.2. Our conflict of interest responsibilities	14
12. How we use your information	15
12.1. How we handle your confidential information	15
12.2. When we may disclose confidential information	15
12.3. How we use your personal information	16
12.4. Public announcement.....	16
12.5. Freedom of information	17
13. Enquiries and feedback.....	17
Appendix A. Definitions of key terms	18

1. Stronger Communities Programme - Round 4 processes

The Stronger Communities Programme is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program that contributes to Department of Infrastructure, Regional Development and Cities Outcome 3. The Department works with stakeholders to plan and design the grant program according to the Commonwealth Grants Rules and Guidelines.



The grant opportunity opens

Federal Members of Parliament (MPs) identify potential applicants and projects, in consultation with their community consultation committee. MPs must establish a community consultation committee or consult an existing committee to assist in identifying applicants and projects. After consulting with the community, MPs will invite selected applicants to submit an application online via business.gov.au.

We will publish grant guidelines and applicant information on business.gov.au and GrantConnect.



Invited applicants complete and submit a grant application



We assess all grant applications

We assess the applications for completeness and against all the eligibility criteria.



Grant decisions are made

The Program Delegate decides which applications are successful taking into consideration the proper use of public resources.



Notification of the outcome

Your MP will advise you of the outcome of your application and we will then provide written confirmation.



We enter into a grant agreement

We will enter into a grant agreement with successful applicants and pay the grant.



Delivery of grant

You undertake the grant activity as set out in your grant agreement. We monitor your progress.



Evaluation of the Stronger Communities Programme

We evaluate the specific grant activity and Stronger Communities Programme 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 Stronger Communities Programme (the program) supports the Australian Government's commitment to deliver social benefits in communities across Australia by funding small capital projects in each of the 150 federal electorates.

The program's intended outcomes are to improve local community participation and contribute to vibrant and viable communities.

Community consultation is a critical element of the program. In consultation with their community, each MP must identify potential applicants and projects in their electorate and invite them to apply for a grant. Invited applications will be assessed against the program's eligibility criteria through a closed non-competitive process.

Grant funding will be up to 50 per cent of eligible project costs. Eligible applicants will be required to provide matched cash or in-kind contribution towards their eligible project.

The Department of Industry, Innovation and Science (the department) is responsible for administering the grant program on behalf of the Department of Infrastructure, Regional Development and Cities.

We will publish the [opening and closing dates](#) and any other relevant information on business.gov.au and GrantConnect.

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

This document sets out:

- the eligibility criteria
- how we consider and assess grant applications
- how we monitor and evaluate grantees
- responsibilities and expectations in relation to the 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.

2.1. Grant amount and grant period

The Australian Government has announced a total of \$22.5 million in 2018-19 to provide up to \$150,000 in each of the 150 federal electorates.

3. Community consultation

Each MP must consult with either an existing consultation committee or establish a new consultation committee, with representatives from the local community, to identify potential applicants and projects in their electorate. The identified projects must be consistent with the intended program outcomes and criteria. MPs must advise the department of the basis for project selection and provide a detailed list of nominated applicants and projects.

The MP will invite identified potential applicants to apply for a grant for identified projects by sending them a link to an online application form. Only applicants invited to apply can submit an application. Invited applicants must not forward the link to the application form to anyone else.

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

Invited applicants must submit a completed application to the department. We assess all applications for eligibility and completeness.

An invitation to submit an application by your MP does not guarantee that your application will be successful.

4. Grants available

Each electorate has total funding of up to \$150,000 that can be allocated to successful applications. A maximum of 20 projects will be funded in each electorate. The Minister has the discretion to allow additional projects in each electorate subject to the availability of program funds.

The grant amount will be up to 50 per cent of eligible project costs (grant percentage).

- The minimum grant amount is \$2,500.
- The maximum grant amount is \$20,000.

Total funding for the project from the Commonwealth cannot exceed 50 per cent of the total eligible project expenditure. You can fund your share of eligible project costs from any source including from state and local government. Your contribution can be either cash or in-kind. Where you provide in-kind contributions, you must calculate the dollar value.

4.1. Project duration

You should complete your project by 30 June 2019.

You may start your project from the date you submit your application. However, if you choose to start your project before you have an executed grant agreement, you do so at your own risk.

5. Eligibility criteria

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

5.1. Who is eligible?

To be eligible you must:

- be invited to apply by your MP
- have an Australian Business Number (ABN)

and

- be one of the following incorporated entities:
 - an incorporated not for profit organisation including:
 - incorporated associations, such as
 - Police and Citizen Youth Clubs
 - child care centres
 - surf clubs
 - local aged care bodies
 - Parents and Citizens, Parents and Friends groups and equivalent bodies
 - local rural fire services
 - local state emergency services
 - non-distributing co-operatives
 - companies limited by a guarantee
 - indigenous not for profit corporations
 - an incorporated trustee on behalf of a trust with responsibility for a community asset or property. You will be required to provide relevant trust documents.

- a local governing body as defined by the *Local Government (Financial Assistance) Act 1995*

For the purpose of this program, we also consider the following organisations to be local governing bodies:

- Anangu Pitjantjatjara, Maralinga, Gerard, Nepabunna and Yalata local governing bodies in SA
- Cocos (Keeling) Islands Shire Council
- Lord Howe Island Board
- Norfolk Island Regional Council
- The Outback Communities Authority
- The Shire of Christmas Island
- The Silverton and Tibooburra villages in NSW
- The Trust Account in the NT and
- ACT Government.

As a not for profit organisation you must demonstrate your not for profit status through one of the following:

- current Australian Charities and Not for profits Commission's (ACNC) Registration
- State or Territory incorporated association status
- constitutional documents and/or Articles of Association that demonstrate the not for profit character of the organisation.

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 7.3.

5.2. Additional eligibility requirements

In order to be eligible you must also:

- apply for the project and grant amount as agreed and reported to the department by your MP
- have a plan for how you will carry out the project
- be able to meet your share of the project costs as outlined in section 4
- provide the relevant mandatory attachments as outlined in section 7.1.

5.3. Who is not eligible?

You are not eligible to apply if you are:

- a for profit organisation
- an individual
- a partnership
- a Regional Development Australia Committee
- a university, technical college or school
- a hospital
- a Commonwealth, State or Territory government agency or body (including government business enterprises) unless listed in section 5.1.

6. Eligible grant activities

6.1. Eligible projects

To be eligible your project must:

- be a small capital works or capital expenditure project that delivers social benefits to your community
- be nominated by your MP
- be located in your MP's electorate²
- include eligible activities and eligible expenditure
- have at least \$5,000 in eligible expenditure
- be undertaken in the project period and completed by 30 June 2019.

If your project will be located on school grounds or involves school property, the project must deliver social benefits to the broader community.

Portable equipment must be housed in your MP's electorate.

6.2. Eligible activities

Eligible activities must directly relate to the project and can include:

- installation of equipment
- fit out, alterations and/or extensions to existing premises e.g. air-conditioning, kitchen upgrades, TVs, furniture, fixtures and fittings
- acquisition of equipment such as ICT hardware and associated software
- modifications to leased buildings or grounds, for example, refurbishing must have the support from the owner
- upgrades, construction and fit-out of community spaces, e.g. men's sheds
- development or upgrade of bike paths, streetscapes, skate parks or community gardens
- upgrades of sporting facilities including new scoreboards, spectator seating, goalposts, new turf, fit-out of change rooms, new canteen, new lights, medical equipment, upgrade drainage and water systems, gymnasiums
- upgrade of facilities to provide disabled access
- upgrade or installation of park furniture including shade/shelters, BBQs, toilet facilities, drinking fountains
- acquiring equipment for the local State Emergency Service
- acquiring vehicles and trailers for community transport/services, surf lifesaving, medical transport.

We may also approve other activities, provided they directly relate to the eligible project.

6.3. 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 may include:

- the cost of suppliers, consultants and contracted labour undertaking eligible project activities

² Note: For the purposes of the Stronger Communities Programme Round 4, federal electorate boundaries are as at the 2016 Federal Election.

- the cost of obtaining planning, environmental or other regulatory approvals. However, associated fees paid to the Commonwealth, state, territory and local governments are not eligible costs
- the purchase of assets such as office furniture and equipment, motor vehicles
- purchase or upgrade of ICT hardware including computers and associated software and user licences, printers or photocopiers
- the purchase, lease or hire of equipment required to deliver eligible project activities
- the purchase of materials required to deliver eligible project activities
- the installation of equipment

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.

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

6.4. Ineligible expenditure

Expenditure items that are not eligible are:

- the cost of provision of services and support activities not related to the eligible project activities (e.g. volunteer time to run the program)
- the cost of business as usual activities not related to the project, including staff salaries and consumables
- recurring or ongoing expenditure (e.g. annual maintenance)
- funding to stage events, exhibit a display or for filming
- funding to undertake studies or investigations
- purchase of land or buildings
- funding for the development of private or commercial ventures.

7. How to apply

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

To apply, you must:

- be invited by your MP to submit an application
- complete the online application form on business.gov.au
- provide all the information requested
- address all eligibility criteria
- include all necessary attachments

We may ask you to justify your project costs. You should have evidence for the costs that you include in your project budget that you can provide on request.

When you submit your online application, we will provide you with an automated receipt number and a link. The link goes to a page where you can enter your email address to receive acknowledgment and a copy of your complete application. You must retain a copy of your application as it will form part of your grant agreement.

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

We require the following documents with your application:

- evidence of your not-for-profit status (if applicable)
- photographic evidence of the project site prior to project start (if applicable)
- trust deed (if applicable).

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. 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	4 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	the date you submit your application
End date of grant commitment	30/06/2019

7.3. Joint applications

We recognise that some organisations may want to join together 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.

8. The selection process

Your MP, with the help from the community, will identify potential projects, with a total value of up to \$150,000, in their electorate that are consistent with the program outcomes and eligibility criteria.

The MP will invite identified potential applicants to apply and send them a link to the online application form. It is important to note that being invited to submit an application by your MP does not guarantee that your application will be successful.

We will assess your application for completeness and against all the eligibility criteria. To be recommended for funding, your project must meet all eligibility criteria as these projects provide the best value for money.

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. Replacement project

If an application is not eligible, we will seek a further nomination from the relevant MP for an alternative project in their electorate to replace the ineligible project.

The nominated replacement project must meet all the eligibility criteria to be recommended for funding.

8.2. Final decision

The Program Delegate (who is an AusIndustry general manager with responsibility for the program) decides which grants to approve taking into account the application assessment, availability of grant funds and whether funding a project will be a proper use of public resources.

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

- the approval of applications for funding
- the amount of grant funding awarded
- the terms and conditions of funding.

We cannot review decisions about 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 notification from your MP and a letter of approval from the department, 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.

10. If your application is successful

10.1. Grant agreement

You must enter into a grant agreement with the Commonwealth.

We use two types of grant agreements in this program as outlined in sections 10.2 and 10.3. Our selection will depend on the size and complexity of your project.

Sample [grant agreements](#) are available on [business.gov.au](#).

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

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.

If you enter an agreement under the Stronger Communities Programme, you cannot receive other grants for the same activities from other Commonwealth grants programs.

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

10.2. Approval letter grant agreement

We may use an approval letter grant agreement when we have no need to clarify or amend any details in your application form. This grant agreement comprises your completed application form and the approval letter we send advising that your application has been successful. We consider the agreement to be executed (take effect) from the date of our approval letter.

10.3. Exchange of letters grant agreement

We may use an exchange of letters grant agreement when we need to clarify or amend details in your application form. 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 (take effect) from the date you sign the letter. You will have 21 days from the date of our letter to sign and return to us, otherwise the offer may lapse.

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 contribution 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. How we monitor your project

On completion of your project, you must submit an end of project report in line with the grant agreement. We will provide a sample template for this report as an appendix in the grant

agreement. You will also be able to download the [sample grant agreement](#) and [report template](#) from business.gov.au. We will remind you of your reporting obligations before a report is due.

Your final report must:

- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred for the project
- be submitted within 30 days of completing the project
- be in the format provided in the grant agreement.

10.6. 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.

10.7. Compliance visits

We may visit you during the project period or at the completion of your project to review your compliance with the grant agreement. We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

10.8. 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:

- extending the timeframe for completing the project beyond 30 June 2019
- changing project activities.

Note the program does not allow for an increase of grant funds.

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
- availability of program funds.

10.9. Keeping us informed

You should 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.

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

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

10.10. Evaluation

We will evaluate the program to determine the extent to which the funded activity is contributing to the program objectives and outcomes. 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 one year after you finish your project for more information to assist with this evaluation.

10.11. Tax obligations

If you are registered for the Goods and Services Tax (GST), we will add GST to your grant payment where applicable 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.

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.

10.12. Grant acknowledgement

If you make a public statement about a project funded under the program, 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.

11. Conflicts of interest

11.1. Your conflict of interest responsibilities

A conflict of interest will occur if your private interests conflict with your obligations under the grant. Conflicts of interest could affect the awarding or performance of your grant. A conflict of interest can be:

- real (or actual)
- apparent (or perceived)
- potential.

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

If you later identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to your grant, you must inform us in writing immediately.

11.2. Our conflict of interest responsibilities

We recognise that conflicts of interest may arise with our staff, technical experts, committee members, MPs and their staff, and others delivering the program between:

- their program duties, roles and responsibilities and
- their private interests.

We manage our conflicts of interest according to the APS Code of Conduct (section 13 (7) of the *Public Service Act 1999* (Cth)). We publish our [conflict of interest policy](#)³ on the department's website.

Program officials must declare any conflicts of interest. If we consider a conflict of interest is a cause for concern, that official will not take part in the assessment of relevant applications under the program.

MPs must declare any conflicts of interest to the community consultation committee and the department.

12. How we use your information

Unless the information you provide to us is:

- confidential information as per 12.1, or
- personal information as per 12.3,

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.

12.1. 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.

12.2. When we may disclose confidential information

We may disclose confidential information:

- to 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

3

<https://www.industry.gov.au/AboutUs/InformationPublicationScheme/Ourpolicies/Documents/Conflict-of-Interest-and-Inside-Trade-Expectations-Policy.pdf>

- someone other than us has made the confidential information public.

12.3. 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, 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](#)⁴ 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.

12.4. Public announcement

We will publish non-sensitive details of successful projects on GrantConnect and Department of Infrastructure, Regional Development and Cities website. We are required to do this by the *Commonwealth Grants Rules and Guidelines* and the [Australian Government Public Data Policy Statement](#)⁵, unless otherwise prohibited by law. 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.

We publish this information to ensure open access to non-sensitive data within Australian Government agencies to enable greater innovation and productivity across all sectors of the Australian economy.

⁴ <http://www.industry.gov.au/Pages/PrivacyPolicy.aspx>

⁵ <http://www.dpmc.gov.au/resource-centre/data/australian-government-public-data-policy-statement>

12.5. 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. 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:

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 Ombudsman](#)⁶ with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁶ <http://www.ombudsman.gov.au/>

Appendix A. Definitions of key terms

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.
Community consultation committee	Committee either established or identified by the MP who assist the MP to identify the projects for consideration by 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 6.2.
Eligible application	An application 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 6.3.
Federal electorate	A geographical area of Australia (known as an electoral division) represented by a member of Parliament elected at a House of Representatives election.
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.
Grantee	The recipient of grant funding under a grant 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.
In-kind contribution	In-kind contribution refers to goods, services and labour provided to deliver your project that have a monetary value, but do not involve a payment.
Minister	The Commonwealth Minister for Regional Development, Territories and Local Government.

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 general manager 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.