



## Grant Opportunity Guidelines

# Hotel Energy Uplift Program

<b>Opening date:</b>	24 February 2021
<b>Closing date and time:</b>	5.00PM AEDT on 1 April 2021 or earlier if funding is exhausted. Please take account of time zone differences when submitting your application.
<b>Commonwealth policy entity:</b>	Department of Industry, Science, Energy and Resources
<b>Administering entity:</b>	Department of Industry, Science, Energy and Resources
<b>Enquiries:</b>	If you have any questions, contact us on 13 28 46.
<b>Date guidelines released:</b>	11 February 2021
<b>Type of grant opportunity:</b>	Demand driven

# Contents

<b>1. Hotel Energy Uplift Program processes</b>	<b>4</b>
<b>2. About the grant program</b>	<b>5</b>
<b>3. Grant amount and grant period</b>	<b>5</b>
3.1. Grants available	6
3.2. Project period	6
<b>4. Eligibility criteria</b>	<b>6</b>
4.1. Who is eligible?	6
4.2. Additional eligibility requirements	7
4.3. Who is not eligible?	7
<b>5. What the grant money can be used for</b>	<b>7</b>
5.1. Eligible activities	7
5.1.1. Electricity supply and distribution	8
5.1.2. Heating, cooling, ventilation and air conditioning	8
5.1.3. Bathroom hot water and pool heating	8
5.1.4. Appliances & catering equipment (including refrigeration)	9
5.1.5. Lighting	9
5.1.6. Upgrade the building fabric	9
5.1.7. Other activities	10
5.2. Eligible expenditure	10
5.3. What you cannot use the grant for	11
<b>6. How to apply</b>	<b>11</b>
6.1. Attachments to the application	12
6.2. Timing of grant opportunity	12
<b>7. The grant selection process</b>	<b>12</b>
7.1. Who will approve grants?	13
<b>8. Notification of application outcomes</b>	<b>13</b>
<b>9. Successful grant applications</b>	<b>13</b>
9.1. Grant agreement	13
9.2. Activity specific legislation, policies and industry standards	13
9.3. How we pay the grant	14
9.4. Tax obligations	14
<b>10. Announcement of grants</b>	<b>14</b>
<b>11. How we monitor your grant activity</b>	<b>14</b>
11.1. Keeping us informed	14
11.2. Reporting	15
11.2.1. Progress reports	15
11.2.2. End of project report	15
11.2.3. Ad-hoc reports	16

11.3.	Independent audits .....	16
11.4.	Compliance visits .....	16
11.5.	Grant agreement variations .....	16
11.6.	Evaluation .....	16
11.7.	Grant acknowledgement.....	17
<b>12.</b>	<b>Probity.....</b>	<b>17</b>
12.1.	Conflicts of interest .....	17
12.2.	How we use your information .....	17
12.2.1.	How we handle your confidential information .....	18
12.2.2.	When we may disclose confidential information .....	18
12.2.3.	How we use your personal information.....	18
12.2.4.	Freedom of information.....	19
12.3.	Enquiries and feedback .....	19
<b>13.</b>	<b>Glossary.....</b>	<b>19</b>

# 1. Hotel Energy Uplift Program processes

**The Hotel Energy Uplift Program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above grant program, which contributes to Department of Industry, Science, Energy and Resources (DISER) Outcome 3: Support the affordable, reliable, secure and competitive operation of energy markets for the long term benefit of the Australian community through improving Australia's energy supply, efficiency, quality, performance and productivity. DISER 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](http://business.gov.au) and GrantConnect.



**You complete and submit a grant application**

You complete the application form, addressing all the eligibility 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.



**Grant decisions are made**

The decision maker (Program delegate) 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 Hotel Energy Uplift Program**

We evaluate the specific grant activity 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 Hotel Energy Uplift Program (the program) will run over one year from 2020-21 to 2021-22. The program provides grants to support small and medium hotels (hotels) to reduce their energy use, improve energy productivity and deliver carbon abatement.

The objectives of the program are to assist hotels to:

- upgrade equipment to reduce energy consumption
- upgrade the building fabric to save energy, such as improving windows, drapes or insulation
- undertake energy management activities and assessments, such as energy audits and engineering feasibility studies for energy efficiency upgrades
- invest in energy monitoring and management systems.

The intended outcomes of the program are:

- reduced energy use and power bills for hotels
- improved energy productivity
- to deliver carbon abatement.

We administer the program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#)<sup>1</sup>.

This document sets out:

- the eligibility 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.

We expect there will be a high level of interest for this grant opportunity. Grants will be awarded until the funding is exhausted in each jurisdiction, with eligible applications funded according to submission date and time.

The Department of Industry, Science, Energy and Resources (the department/we) is responsible for administering this program.

We have defined key terms used in these guidelines in the glossary at section 13.

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 \$10.2 million in grant funding that will be provided in 2020-21.

Funding will be distributed between jurisdictions in proportion to the number of small and medium hotels in each jurisdiction, as follows:

- New South Wales - \$3.37 million
- Queensland - \$3.14 million

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<sup>1</sup> <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines>

- Victoria - \$1.84 million
- Western Australia - \$680,000
- South Australia - \$590,000
- Tasmania - \$370,000
- Northern Territory - \$130,000
- Australian Capital Territory - \$80,000.

We expect that there will be a high level of interest for this grant opportunity and it may be oversubscribed. This means an eligible application will not automatically be approved. We will approve grants according to meeting eligibility criteria, submission time and date and distribution of funding per jurisdiction as outlined in these guidelines.

### 3.1. Grants available

The grant amount will be up to 100 per cent of eligible project expenditure (grant percentage).

- The minimum grant amount is \$10,000
- The maximum grant amount is \$25,000.

You are responsible for the remaining eligible project expenditure if your project exceeds \$25,000 plus any ineligible expenditure.

We cannot fund your project if it receives funding from another Commonwealth government grant. You can apply for a grant for your project under more than one Commonwealth program, but if your application is successful, you must choose either this grant or the other Commonwealth grant.

A limit of one grant will apply per ABN and per 'hotel' (as defined for the purposes of this program).

### 3.2. Project period

The maximum project period is up to 12 months.

You must complete your project by 30 June 2022.

## 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:

- have an Australian Business Number (ABN)
- be a small to medium sized hotel, motel or serviced apartment complex with 1 to 99 guestrooms that are advertised to, and available to be booked by, members of the public on a nightly basis where a:
  - 'guestroom' is not in or on a residential property or plot
  - 'guestroom' is not a tent or a caravan.
  - 'guestroom' is not a room in a youth hostel or a business that provides dormitory-style accommodation (for example to farm workers or school groups).

and be one of the following entities:

- an entity, incorporated in Australia
- a co-operative

- a partnership
- an incorporated trustee on behalf of a trust.

## 4.2. Additional eligibility requirements

We can only accept applications where you:

- provide the mandatory attachments listed in section 6.1
- declare that if you have paused operating as a result of bushfires or COVID-19, that you intend to resume operating as a 'hotel' (as defined under this program) in the future
- declare that you have consent from the facility owner or their representative, if you are not the facility owner
- declare that you will use appropriately licensed tradespeople to install equipment, where applicable for your project
- have not received a grant under the Energy Efficient Communities Program.

We cannot waive the eligibility criteria under any circumstances.

## 4.3. Who is not eligible?

You are not eligible to apply if you are:

- a hotel with accommodation capacity of 100 rooms or more
- a hotel with no accommodation (i.e. a pub/tavern with no accommodation)
- a bedroom or flat in a house
- a boarding house
- a bed & breakfast
- a granny flat or converted shed on a residential property
- shearers quarters or other accommodation for farm labourers
- holiday park, caravan park, or campground except where the business (covered by this ABN) includes a motel
- accommodation with temporary structures
- pop up hotels, guest houses and holiday rentals
- an individual
- any organisation not included in section 4.1
- trust (however, an incorporated trustee may apply on behalf of a trust)
- a Commonwealth, State, Territory or local government body (including government business enterprises).

# 5. What the grant money can be used for

## 5.1. Eligible activities

To be eligible your project must:

- be aimed at reducing the energy consumption of your 'hotel' (as defined under this program)
- have at least \$10,000 in eligible expenditure
- include at least one of the following activities:

### 5.1.1. Electricity supply and distribution

Install power factor correction or voltage optimisation equipment.

All equipment must be installed by a licensed electrician.

### 5.1.2. Heating, cooling, ventilation and air conditioning

- a) replace an existing split-system air conditioner, packaged air conditioner or window-wall air conditioner with a more efficient, new split-system air conditioner (including multi-split system air conditioners). For example, replace a non-inverter air conditioner with an inverter-driven unit.
- b) replace an existing chiller used in an air conditioning system with a new chiller
- c) replace a boiler used in an air conditioning system with a heat pump or condensing boiler
- d) replace an existing air conditioning compressor, condenser and/or indoor unit with more efficient equipment
- e) install new or replacement controllers for existing air conditioning equipment, such as timers, sensors, digital controllers, interfaces, Building Management System equipment including head-end computer, actuators, relays, contactors
- f) install a variable speed drive on a pump or fan used in an air-conditioning system or a ventilation system
- g) install heat recovery on a ventilation system
- h) install an outside economy cycle on an air conditioning system (e.g. dampers, actuators, sensors and controllers)
- i) install components to modulate the ventilation air volume (e.g. CO<sub>2</sub> sensors, carpark CO sensors, dampers, actuators, variable speed drive)
- j) install components to facilitate variable air volume delivery on an air conditioning system or ventilation system (e.g. VAV boxes, variable speed drive, sensors, dampers, diffusers for variable volume operation)
- k) replace a non-modulating burner with a modulating burner on a boiler used in an air conditioning system
- l) install electronic expansion valves on an air conditioner or chiller
- m) solenoid valve or two-way modulating valve to reduce water flow under low load in a chilled water / heating water / condenser water system
- n) replace a fan or fan motor in a ventilation system with an electronically commutated unit.

All equipment must be installed by licensed tradespeople.

Replacement equipment must not provide heating, cooling or mechanical ventilation to areas that were not previously heated, cooled or mechanically ventilated.

### 5.1.3. Bathroom hot water and pool heating

- a) replace an existing bathroom hot water heater with a more efficient new solar hot water heaters, air source hot water heat pumps or condensing boiler
- b) replace an existing pool heater with a new heat pump, solar heater or condensing boiler
- c) fit a solar pre-heat to a bathroom hot water system or a pool heating system
- d) replace an existing pool pump with a variable speed pump

- e) fit variable speed drives to fans or pumps associated with swimming pool or bathroom hot water distribution pumps
- f) provide a swimming pool cover to a currently uncovered heated pool
- g) replace a non-modulating burner with a modulating burner on a boiler used in a bathroom or boiler hot water system.

All equipment other than pool covers must be installed by licensed tradespeople.

New heat pumps and solar water heaters (other than for pool water heating) must be listed on the Clean Energy Regulator [website](#).

#### 5.1.4. Appliances & catering equipment (including refrigeration)

- a) replace existing fridges with new more efficient fridges (excludes cool rooms and bar fridges below 200 L).
- b) replace existing domestic-type washing machines (e.g. in guest laundries or other small scale laundries) with more efficient energy labelled washing machines. Excludes commercial washing machines
- c) replace existing clothes dryers with heat pump dryers
- d) replace existing ceiling fans with electronically commutated fans
- e) replace existing cooktops with induction cooktops
- f) install new or replacement controllers for refrigeration equipment, including timers, sensors, interfaces, actuators, relays, contactors
- g) recover heat from refrigeration condensers
- h) recover heat from commercial laundry equipment
- i) replace an existing fan or fan motor in refrigeration equipment with an electronically commutated unit.

All equipment other than , washing machines and stand-alone refrigeration equipment (i.e. with integral compressor) must be installed by licensed tradespeople.

Washing machines must carry an Energy Rating label. Commercial washing machine replacements are ineligible.

#### 5.1.5. Lighting

- a) replace non-LED lighting with LED lighting
- b) install new or replacement controllers for lighting equipment, including timers, sensors, interfaces, actuators, relays, contactors. For example, room keycard control for guestroom lighting.

All equipment must be installed by a licensed electrician.

#### 5.1.6. Upgrade the building fabric

- a) install external shading to protect windows from sunlight
- b) install heavyweight or insulating blinds to replace existing lightweight window coverings
- c) install pelmets on windows that are fitted with heavyweight drapes or insulating blinds
- d) retrofit insulating films to existing windows (e.g. install a tint or low-e coating)
- e) replace windows with double or triple/glazed windows
- f) insulate a roof/ceiling with bulk insulation or foil

- g) insulate walls
- h) install weather stripping or exhaust dampers to reduce air leakage.

Insulation, window replacements and external shading *should* be completed by licensed tradespeople.

#### 5.1.7. Other activities

- a) conduct an energy audit
- b) conduct an airtightness test
- c) conduct a detailed engineering feasibility study for an energy efficiency upgrade
- d) purchase or hire equipment to measure, monitor or record energy use (excludes general use office equipment)

Energy audits should meet AS/NZS 3598 2014 and Air tightness testing should meet AS/NZS ISO 9972:2015.

Electricity and gas metering equipment must be installed by a licensed tradesperson.

## 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.

To be eligible, expenditure must:

- be a direct cost of the project

Eligible expenditure items are:

- purchase of equipment, materials or components to implement an activity listed in Section 5.1 of these Guidelines
- cost to decommission, remove and dispose of old equipment item that has been replaced in implementing an activity listed in Section 5.1 of these Guidelines
- design, and reasonable installation costs of eligible equipment
- commissioning or tuning of equipment installed or modified as part of the project, and any related equipment that is affected by the project
- building permits or approval costs to install eligible equipment, where required
- an energy audit of your site or part of your site
- purchase or hire of equipment to measure, monitor and record energy use
- the consultancy and design costs associated with a detailed engineering feasibility study for an energy efficiency upgrade.

We may update the guidance on eligible and ineligible expenditure from time to time. If your application is successful, the version in place when you submitted your application applies to your project.

If your application is successful, we may ask you to verify project costs over \$5,000 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 (who is an AusIndustry manager within the department with responsibility for the program) 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 may elect to commence your project from the date we notify you that your application is successful. We are not responsible for any expenditure you incur until a grant agreement is executed. The Commonwealth will not be liable, and should not be held out as being liable, for any activities undertaken before the grant agreement is executed.

### 5.3. What you cannot use the grant for

Expenditure items that are not eligible are:

- salaries and labour costs related to the ongoing operations of your organisation and not directly connected to the project
- purchase of solar photovoltaic panels, inverters or battery components
- purchase of vehicles, new or used
- purchase of equipment, materials or services that are not directly related to your accommodation hotel business (e.g. equipment for domestic use or for another business)
- purchase of generators
- purchase of electrical energy storage equipment, such as batteries
- purchase of office equipment other than the computer head-end of a BMS system
- maintenance and repair costs for equipment
- purchase of new equipment where it replaces equipment that is broken and no longer functional.

You must not re-use any equipment item that is being replaced, or sell it for re-use - it must be disposed of and not re-used by you or anyone else.

## 6. 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 and GrantConnect.

To apply, you must:

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

You can view and print or save a copy of your submitted application on the portal for your own records.

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 Act 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.

## 6.1. Attachments to the application

You must provide the following attachments with your application:

- evidence that your hotel advertises its accommodation offering to the general public including your hotel's website or an image of outdoor advertising or a roadside billboard etc.
- trust deed (where applicable).
- supporting documentation to the application form in line with the instructions provided within the form.

You should only attach requested material. We will not consider information in attachments that we do not request.

## 6.2. Timing of grant opportunity

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

If you are successful we expect you will be able to commence your project within 4 weeks of receiving the offer of grant funding.

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	4 weeks
Notification to unsuccessful applicants	4 weeks
Earliest start date of grant activity	April 2021
End date of grant commitment	30 June 2022

## 7. The grant selection process

We review all applications taking into account eligibility criteria, submission time/date, and distribution of funding across jurisdictions.

Grants will be awarded to eligible applicants on a first come, first served basis until the funding is exhausted in each jurisdiction, with eligible applications funded according to submission date and time.

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.

## 7.1. Who will approve grants?

The Program Delegate decides which grants to approve taking into account the application assessment 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 grant 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.

## 8. Notification of application outcomes

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

## 9. Successful grant applications

### 9.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. The grant agreement has general terms and conditions that cannot be changed. A sample [grant agreement](#) is available on [business.gov.au](http://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 grant funding.

If you enter an agreement under the Hotel Energy Uplift Program, you cannot receive other grants for this project from other Commonwealth granting programs.

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

We will use an exchange of letters grant. 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.

### 9.2. Activity 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.

In particular, you will be required to comply with:

- State/Territory legislation in relation to working with children
- Local government planning requirements

- State/Territory legislation in relation to Workplace Health and Safety
- State/Territory electrical safety regulations
- Energy audits should meet AS/NZS 3598 2014
- Air tightness testing should meet AS/NZS ISO 9972:2015.

### 9.3. How we pay the grant

The grant agreement will state the maximum grant amount we will pay.

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 and provide evidence of major expenditure items.

### 9.4. 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 entities<sup>2</sup>.

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. 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.

## 11. How we monitor your grant activity

### 11.1. 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.

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

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.

## 11.2. Reporting

You must submit reports in line with the grant agreement. We will provide the requirements 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.

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.

### 11.2.1. Progress reports

When your project period is greater than six months, we may request that you submit six-monthly progress reports to demonstrate that your project is on track for completion by the project end date.

Progress reports must:

- include details of your progress towards completion of agreed project activities
- show the total eligible expenditure incurred to date
- include evidence of expenditure
- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant project activities).

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

### 11.2.2. 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
- provide evidence of major items of expenditure (receipts etc) and installation, where applicable
- 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.

### 11.2.3. Ad-hoc reports

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.

### 11.3. Independent audits

We may ask you to provide an independent audit report. An audit report will verify that you spent the grant in accordance with the grant agreement. The audit report requires you to prepare a statement of grant income and expenditure. The report template is available on [business.gov.au](http://business.gov.au) and GrantConnect.

### 11.4. 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.

### 11.5. 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
- extending the timeframe for completing the project but within the maximum time period allowed in program guidelines
- changing project activities

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 project end date. We can provide you with a variation request template.

If a delay in the project causes milestone achievement and payment dates to move to a different financial year, you will need a variation to the grant agreement. We can only move funds between financial years if there is enough program funding in the relevant year to allow for the revised payment schedule. If we cannot move the funds, you may lose some grant funding.

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
- changes to the timing of grant payments
- availability of program funds.

### 11.6. Evaluation

We will evaluate the grant 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 two years after you finish your project for more information to assist with this evaluation.

### 11.7. 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.

## 12. 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.

### 12.1. 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
- 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\(7\)\)<sup>3</sup>](#) of the *Public Service Act 1999* (Cth). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our [conflict of interest policy<sup>4</sup>](#) on the department’s website.

### 12.2. How we use your information

Unless the information you provide to us is:

- confidential information as per 12.2.1, or
- personal information as per 12.2.3,

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<sup>3</sup> <https://www.legislation.gov.au/Details/C2019C00057>

<sup>4</sup> [https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf\\_files\\_redirect](https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf_files_redirect)

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.

#### 12.2.1. 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.

#### 12.2.2. 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
- someone other than us has made the confidential information public.

#### 12.2.3. 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 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](#)<sup>5</sup> 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.

#### 12.2.4. 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.

#### 12.3. 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:

Head of Division  
AusIndustry - Support for Business  
Department of Industry, Science, Energy and Resources  
GPO Box 2013  
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman](#)<sup>6</sup> with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

## 13. Glossary

Term	Definition
Application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.

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<sup>5</sup> <https://www.industry.gov.au/data-and-publications/privacy-policy>

<sup>6</sup> <http://www.ombudsman.gov.au/>

Term	Definition
AusIndustry	The division of the same name within the department.
Department	The Department of Industry, Science, Energy and Resources.
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.
<a href="#">GrantConnect</a>	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.
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 Energy and Emissions Reduction
Non-income-tax-exempt	Not exempt from income tax under Division 50 of the <i>Income Tax Assessment Act 1997</i> (Cth) or under Division 1AB of Part III of the <i>Income Tax Assessment Act 1936</i> (Cth).
Personal information	Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is: <ul style="list-style-type: none"> <li>Information or an opinion about an identified individual, or an individual who is reasonably identifiable: <ul style="list-style-type: none"> <li>a. whether the information or opinion is true or not; and</li> <li>b. whether the information or opinion is recorded in a material form or not.</li> </ul> </li> </ul>
Program Delegate	An AusIndustry manager within the department with responsibility for the program.

Term	Definition
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.