

**Department of Home Affairs** 





# **Regional Airport Security Screening Fund**

Opening date:	20 November 2018
Closing date and time:	17.00 AEST on 21 March 2019
Commonwealth policy entity:	Department of Home Affairs
Administering entity	Department of Industry, Innovation and Science
Enquiries:	If you have any questions, contact us at business.gov.au.
Date guidelines released:	23 October 2018
Type of grant opportunity:	Demand-driven

## **Contents**

1.	Regional Airport Security Screening Fund - processes		4
2.	About the grant program		5
	2.1.	Grant amount and grant period	5
	2.2.	Project duration	6
3.	Eligibi	lity criteria	6
	3.1.	Who is eligible?	6
	3.2.	Additional requirements	6
4.	Eligible	e grant activities	е
	4.1.	Eligible projects	6
	4.2.	Eligible activities	7
	4.3.	Eligible expenditure	7
	4.3.1.	How we verify eligible expenditure	8
	4.4.	Ineligible expenditure	8
5.	How to	o apply	8
	5.1.	Attachments to the application	9
	5.2.	Timing of grant opportunity	9
6.	The se	lection process	9
	6.1.	Final decision	10
7.	Notific	ation of application outcomes	10
8.	Grant	management	10
	8.1.	Grant agreement	10
	8.2.	Project specific legislation, policies and industry standards	11
	8.3.	Building Code	11
	8.4.	WHS Scheme	11
	8.5.	How we pay the grant	11
	8.6.	How we monitor your project	12
	8.7.	Progress reports	12
	8.8.	End of project report	12
	8.9.	Ad-hoc report	12
	8.10.	Independent audit report	12
	8.11.	Compliance visits	12
	8.12.	Grant agreement variations	13
	8.13.	Keeping us informed	13
	8.14.	Evaluation	13
	8.15.	Tax obligations	14
	8.16.	Grant acknowledgement	14
9.	Conflic	cts of interest	14
	9.1.	Your conflict of interest responsibilities	1/

9.2	2.	Our conflict of interest responsibilities	14
10. Ho	ow we	use your information	15
10	).1.	How we handle your confidential information	15
10	).2.	When we may disclose confidential information	15
10	).3.	How we use your personal information	15
10	).4.	Public announcement	16
10	).5.	Freedom of information	16
11. Enquiries and feedback16			16
Appen	ndix A	Definitions of key terms	18

## 1. Regional Airport Security Screening Fund - processes

## The Regional Airport Security Screening Fund is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program which contributes to the Department of Home Affairs' Outcome 1. The Department of Home Affairs works with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Guidelines*.



#### **Regional Airport Consultation**

Prior to the program opening for applications, the Department of Home Affairs will consult with eligible airports regarding individual security screening equipment requirements. Eligible airports will be able to access the approved security screening equipment list via Govdex.



#### The grant opportunity opens

We will publish the grant guidelines on GrantConnect and invite eligible airports to apply for a grant. Your invitation will include detail regarding the approved security screening equipment you can apply for and your maximum grant amount.



#### You complete and submit a grant application

Grant applications must be consistent with the information agreed with Home Affairs during the consultation process and detailed in your invitation to apply.

#### We assess all grant applications

We assess applications against the eligibility criteria and check that the information submitted is consistent with the information agreed with Home Affairs prior to making an application.



#### Grant decisions are made and we notify you of the outcome

The decision maker approves grants and eligible airports are advised of the outcome.



#### We enter into a grant agreement

We will enter into a grant agreement with eligible airports. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



#### **Delivery of grant**

Eligible airports undertake the grant activity as set out in their grant agreement. We manage the grant by working with eligible airports, monitoring their progress and making payments.



#### **Evaluation of the Regional Airport Security Screening Fund**

We evaluate the specific grant activity and the program as a whole. We base this on information eligible airports provide to us and that we collect from various sources.

## 2. About the grant program

The Regional Airport Security Screening Fund (the program) was announced in the 2018-19 Federal Budget to support eligible regional airports required to conduct enhanced aviation security screening.

The Department of Home Affairs (Home Affairs) has determined funding eligibility based on departing passenger data held by the Bureau of Infrastructure Transport and Regional Economics (BITRE) from the 2017 calendar year, seating capacity of the aircraft hosted by the airport and details of the aviation security screening equipment in use at each airport as at 8 May 2018. Funding is only available where eligible regional airports are required to purchase or replace existing equipment in order to meet the minimum new aviation security screening requirements.

The objective of the program is to support eligible regional airports in moving quickly to implement new aviation security screening requirements.

The intended outcome of the program is to further strengthen the security of the regional aviation network.

The program is restricted to pre-identified eligible regional airports invited to apply. Home Affairs consulted with eligible airports prior to the program opening for applications. During the consultation process, Home Affairs determined the individual security screening equipment requirements and maximum grant amount for each airport.

We will publish the opening and closing dates and any other relevant information on GrantConnect.

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 monitor and evaluate grantees
- responsibilities and expectations in relation to the grant opportunity.

The Department of Industry, Innovation and Science (the department) is responsible for administering the grant opportunity on behalf of Home Affairs.

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 \$50.1 million over four years for the program which includes \$49,195,000 million for grants.

The grant amount will be up to 100 per cent of eligible project costs. Grant amounts for individual airports are pre-determined by Home Affairs based on a set cost to replace existing or purchase new aviation security screening equipment where necessary, to meet requirements that apply to that airport.

\_

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

Your invitation to apply for grant funding will include detail about the respective eligible aviation security screening equipment you can apply for, and your maximum grant amount. In limited cases, authority to undertake some capital works will be included in the invitation.

You may purchase equipment from the approved list that in total exceeds your maximum allocated grant amount, but you must meet any costs not covered by the grant from your own funding sources.

#### 2.2. Project duration

You must complete your project in accordance with the timeframes outlined in the letter inviting you to apply and the grant agreement.

## 3. Eligibility criteria

We cannot consider applications that do not satisfy all of the eligibility criteria.

#### 3.1. Who is eligible?

To be eligible you must:

- have an Australian Business Number (ABN)
- be invited to apply as an eligible regional airport or entity formally authorised by the eligible airport.

The Department of Home Affairs determined which regional airports were eligible based on:

- departing passenger data held by the BITRE from the 2017 calendar year
- seating capacity of the aircraft hosted by the airport and
- details of the aviation security screening equipment in use as at 8 May 2018.

#### 3.2. Additional requirements

We can only accept applications:

where you can provide a letter from your board (or chief executive officer or equivalent if there is no board) that the project is supported, and that you can complete the project and meet any costs not covered by grant funding.

We cannot waive the eligibility criteria under any circumstances.

## 4. Eligible grant activities

#### 4.1. Eligible projects

To be eligible your project must:

- include eligible activities and eligible expenditure
- be consistent with the information contained in your invitation to apply for grant funding.

If you believe your airport requires aviation security screening equipment that was not included in your invitation to apply for funding, you should contact Home Affairs by email at <a href="mailto:screening.policy@homeaffairs.gov.au">screening.policy@homeaffairs.gov.au</a> to request a review of the funding allocated. Home Affairs will assess your case against the eligibility criteria and available program funds and we will notify you of the outcome. You should not submit your application until you have been notified of the outcome.

We cannot fund your project if the same activities receive funding from another government grant.

#### 4.2. Eligible activities

Eligible activities must directly relate to the project and be consistent with the information contained in your invitation to apply for grant funding.

Eligible activities can include:

- acquisition, and commissioning of approved aviation security screening equipment
- upgrade of existing equipment to meet the same specifications (hardware and software) of approved aviation security screening equipment and commissioning
- acquisition and commissioning of any equipment that is directly associated with the new aviation security screening equipment such as roller beds, trays and perspex shields
- capital works to accommodate new aviation security screening equipment that is pre-approved
  by the Home Affairs prior to making an application, and which is detailed in your invitation to
  apply. Home Affairs will contact those airports that are eligible to undertake capital works prior
  to the round for applications opening.

Any item of approved equipment can only be funded for replacement or upgrade. You cannot receive grant funding to replace and upgrade the same item of equipment.

We may also approve other activities in consultation with the Department of Home Affairs.

#### 4.3. 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 outlined in your application must be consistent with the information contained in your invitation to apply for grant funding and can include:

- the cost of purchase, delivery, installation and commissioning (including training on the use) of approved aviation security screening equipment
- the costs of contracted maintenance or service agreements with the approved aviation security screening equipment supplier
- the cost of purchase and installation of any equipment that is directly associated with the new security screening equipment such as roller beds, trays and perspex shields
- the cost to upgrade existing equipment to meet the same specifications (hardware and software) of approved aviation security screening equipment and commissioning
- the cost of capital works to accommodate new aviation security screening equipment that is
  pre-approved by the Home Affairs prior to making an application, and which is detailed in your
  invitation to apply. Home Affairs will contact those airports that are eligible to undertake capital
  works prior to the round for applications opening
- the cost of an independent audit of project expenditure (where we request one) up to a maximum of 1 per cent of total eligible project expenditure

Not all expenditure on your project may be eligible for grant funding.

The Program Delegate in consultation with the Department of Home Affairs 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 start your project from the date we notify you that your application has been successful. If you choose to start your project before you enter into a grant agreement with the Commonwealth, you do so at your own risk. We are not responsible for any expenditure you incur until a grant agreement is executed.

#### 4.3.1. How we verify eligible expenditure

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

The grant agreement will include details of the evidence you may need to provide when you achieve certain milestones in your project. This may include evidence related to eligible expenditure.

If requested, you will need to provide the agreed evidence along with your progress reports.

You must keep payment records of all eligible expenditure, and be able to explain how the costs relate to the agreed project activities. At any time, we may ask you to provide records of the expenditure you have paid. If you do not provide these records when requested, the expense may not qualify as eligible expenditure.

At the end of the project, you may be required to provide an independent financial audit of all eligible expenditure from the project.

#### 4.4. Ineligible expenditure

Expenditure items that are not eligible are:

- aviation security screening equipment that is not pre-approved
- operating and staffing costs
- capital works to accommodate new aviation security screening equipment that is not preapproved by the Home Affairs prior to making an application.

## 5. How to apply

We will invite eligible airports to apply for the grant. Your invitation will include detail regarding the approved security screening equipment you can apply for and your maximum grant amount.

As outlined in part 3.2, if you believe your airport requires aviation security screening equipment that was not included in your invitation to apply for funding, you should contact the Department of Home Affairs by email at <a href="mailto:screening.policy@homeaffairs.gov.au">screening.policy@homeaffairs.gov.au</a> to discuss your situation. Home Affairs will assess your case subject to available program funds and we will notify you of the outcome. You should not submit your application until you have been notified of the outcome.

Before applying you should read and understand these guidelines, the sample <u>application form</u> and the sample <u>grant agreement</u> published on business.gov.au and GrantConnect.

You will need to set up an account to access our online portal. The portal allows you to apply for and manage a grant or service in a secure online environment.

To apply, you must:

complete and submit your application through the portal

- provide all the information requested
- address all eligibility criteria
- include all necessary attachments

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 have any issues with the portal contact us at business gov.au or by calling 13 28 46.

#### 5.1. Attachments to the application

We will only accept the following documents with your application:

- evidence of support from the board, CEO or equivalent
- trust deed (if applicable)

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

#### 5.2. Timing of grant opportunity

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

We will assess applications in the order in which they are received.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	6 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	3 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	The date you are notified your application has been successful
End date of grant commitment	30 June 2021

## 6. The selection process

We assess your application against the eligibility criteria and compare it to the information contained in your invitation to apply for grant funding. To be recommended for funding, all eligibility criteria must be met as this will ensure that projects contribute to the achievement of the intended outcomes of the program, therefore providing value with relevant money.

If the selection process identifies unintentional errors in your application or inconsistencies with the information contained in your invitation to apply for grant funding, we may contact you to correct or clarify the errors, but you cannot make any material alteration or addition.

#### 6.1. Final decision

The Program Delegate (who is a senior responsible officer in the department with responsibility for the program) 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 approval of applications for funding
- the amount of grant funding awarded
- the terms and conditions 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.

## 7. Notification of application outcomes

You will receive an email, including any specific conditions attached to the grant.

## 8. Grant management

#### 8.1. Grant agreement

You must enter into a grant agreement with the Commonwealth. A sample grant agreement is available on business.gov.au and GrantConnect.

We will manage the grant agreement through the portal. Accepting the agreement through the portal is the equivalent of signing a grant agreement. After you have accepted it, we will execute the agreement. Execute means both you and the Commonwealth Government have entered into the grant agreement. We will notify you when this happens and a copy of the executed agreement will be available through the portal. The agreement will not become binding until it is executed.

We must execute a grant agreement with you before we can make any payments. You may start your project from the date we notify you that your application has been successful. If you choose to start your project before you enter into a grant agreement with the Commonwealth, you do so at your own risk. 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 when we notify you of your successful application.

If you enter an agreement under the Regional Airport Security Screening Fund, you cannot receive other grants for the same activities from other Commonwealth, State or Territory granting programs.

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

You will have 30 days from the date we notify you of your success to execute the grant agreement with the Commonwealth ('execute' means both you and the Commonwealth have accepted the agreement). During this time, we will work with you to finalise details. The offer may lapse if both

parties do not accept the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application. We will review any required changes to these details to ensure they do not impact the project as approved by the Program Delegate.

#### 8.2. Project specific legislation, policies and industry standards

You are required to be compliant with all relevant laws and regulations.

 You must declare in your application that completing your project will enable you to comply with aviation security policy requirements specified by the Department of Home Affairs. You will need to declare you can meet these requirements in your grant agreement with the Commonwealth.

#### 8.3. Building Code

The Building Code is administered by relevant State and Territory administrations under relevant State or Territory legislation on behalf of the Fair Work Building and Construction.<sup>2</sup>

The Building Code applies to all construction projects funded by the Australian Government through grants and other programs where:

- the value of Australian Government contribution to a project is at least \$5 million and represents at least 50 per cent of the total construction project value; or
- regardless of the proportion of Australian Government funding, where the Australian Government contribution to a project is \$10 million or more.

#### 8.4. WHS Scheme

The WHS Scheme is administered by the Office of the Federal Safety Commissioner<sup>3</sup>.

The Scheme applies to projects that are directly or indirectly funded by the Australian Government where

- the value of the Australian Government contribution to the project is at least \$6 million and represents at least 50 per cent of the total construction project value; or
- the Australian Government contribution to a project is \$10 million (GST inclusive) or more, irrespective of the proportion of Australian Government funding; and
- a head contract under the project includes building work of \$4 million or more (GST Inclusive).

#### 8.5. 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 make payments according to an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the project.

<sup>&</sup>lt;sup>2</sup> https://www.abcc.gov.au/

<sup>3</sup> http://www.fsc.gov.au/sites/FSC

#### 8.6. How we monitor your project

You must submit reports through the portal in line with the grant agreement. We will provide samples of 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.

#### 8.7. Progress reports

Progress reports must:

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

We will only make grant payments when we receive satisfactory progress reports.

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

#### 8.8. 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
- be submitted by the report due date
- be in the format provided in the grant agreement.

#### 8.9. 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.

#### 8.10. Independent audit report

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 attached to the sample grant agreement.

#### 8.11. 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.

#### 8.12. 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 30 month period
- 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.

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.

#### 8.13. 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.

#### 8.14. 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.

#### 8.15. 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 <u>Australian Taxation Office</u>. We do not provide advice on tax.

#### 8.16. 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.'

#### 9. Conflicts of interest

#### 9.1. 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.

#### 9.2. Our conflict of interest responsibilities

We recognise that conflicts of interest may arise with our staff, technical experts 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 <u>conflict of interest policy</u><sup>4</sup> on the department's website.

.

<sup>&</sup>lt;sup>4</sup>https://www.industry.gov.au/AboutUs/InformationPublicationScheme/Ourpolicies/Documents/Conflict-of-Interest-and-Inside-Trade-Expectations-Policy.pdf

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 and/or project milestones under the program.

## 10. How we use your information

Unless the information you provide to us is:

- confidential information as per 10.1, or
- personal information as per 10.3,

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.

#### 10.1. 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.

#### 10.2. 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.

#### 10.3. 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.

#### 10.4. Public announcement

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the *Commonwealth Grants Rules and Guidelines* and the <u>Australian Government Public</u>

<u>Data Policy Statement</u><sup>6</sup>, unless otherwise prohibited by law.

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.

#### 10.5. 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.

## 11. 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 <u>Customer Service Charter</u> is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

\_

<sup>&</sup>lt;sup>5</sup> http://www.industry.gov.au/Pages/PrivacyPolicy.aspx

 $<sup>^{6}\</sup> http://www.dpmc.gov.au/resource-centre/data/australian-government-public-data-policy-statement$ 

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 <u>Commonwealth Ombudsman</u><sup>7</sup> with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

<sup>&</sup>lt;sup>7</sup> http://www.ombudsman.gov.au/

## Appendix A. Definitions of key terms

Term	Definition
Application form	The application for grant funding made through the online portal for 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 4.2.
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 4.3.
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.
Home Affairs	The Department of Home Affairs
Minister	The Commonwealth Minister for Home Affairs.
Personal information	Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:
	Information or an opinion about an identified individual, or an individual who is reasonably identifiable:
	<ul><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>
Portal	Departmental web based platform that applicants use to apply for funding and manage a program grant or service in a secure online environment.
Program Delegate	A 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.

Term	Definition
Project	A project described in an application for grant funding under the program.