# Strengthening Telecommunications Against Natural Disasters - Temporary Telecommunications Infrastructure Deployment

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| Opening date: | 24 August 2020 |
| Closing date and time: | 5.00pm Australian Eastern Standard Time on 14 September 2020  Please take account of time zone differences when submitting your application. |
| Commonwealth policy entity: | Department of Infrastructure, Transport, Regional Development and Communications |
| Administering entity: | Department of Industry, Science, Energy and Resources |
| Enquiries: | If you have any questions, contact us on 13 28 46. |
| Date guidelines released: | 11 August 2020 |
| Type of grant opportunity: | Open competitive |

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## Strengthening Telecommunications Against Natural Disasters: Temporary Telecommunications Infrastructure Deployment processes

**The Strengthening Telecommunications Against Natural Disasters program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above grant program, which contributes to the Department of Infrastructure, Transport, Regional Development and Communications’ (DITRDC) Outcome 5. The DITRDC works with stakeholders to plan and design the grant program according to the [*Commonwealth Grants Rules and Guidelines*.](https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines)



**The grant opportunity opens**

We publish the grant guidelines on business.gov.au and GrantConnect.



**You complete and submit a grant application**

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



**We assess all grant applications**

We review the applications against eligibility criteria and notify you if you are not eligible.



**We provide eligible applications to the Assessment Panel**

The Assessment Panel assess eligible applications against the assessment criteria including an overall consideration of value with relevant money and compare it to other eligible applications



**Assessment Panel makes grant recommendations to the Minister**

The Assessment Panel provides advice to the Minister on the merits of each application.



**Grant decisions are made**

The Minister 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 Strengthening Telecommunications Against Natural Disasters Temporary Telecommunications Infrastructure Deployment**

We evaluate the specific grant activity and Temporary Telecommunications Infrastructure Deployment grant opportunity as a whole. We base this on information you provide to us and that we collect from various sources.

## About the grant program

The Strengthening Telecommunications Against Natural Disasters program (the program) will run over two years from 2020-21 to 2021-22. The program is part of the Telecommunications Emergency Resilience Package announced as part of the Australian government’s $650 million National Bushfire Recovery Package.

The objectives of the program are to:

* increase and improve telecommunications resilience in communities recently affected by severe bushfires or at risk of natural disasters in the future
* enhance the capability to restore services to areas affected by bushfires or natural disasters by quickly deploying temporary facilities to address gaps caused by outages.

The intended outcomes of the program are to:

* improve the resilience of regional and remote mobile phone base stations
* fund additional portable communications facilities to allow quicker service restoration
* deliver improved communications to communities about their telecommunications options in disasters
* enhance telecommunications for rural fire authorities and evacuation centres.

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

We may hold future rounds if there is remaining funding available. The program may change to allow a broader range of entities to apply.

We administer the program according to the [*Commonwealth Grants Rules and Guidelines* (CGRGs)](https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines)[[1]](#footnote-2).

### About the Temporary Telecommunications Infrastructure Deployment grant opportunity

These guidelines contain information for the Temporary Telecommunications Infrastructure Deployment grant opportunity (the grant opportunity). In line with the program objectives and outcomes, the grant opportunity will support the purchase of temporary telecommunications facilities, which support connectivity and address outages caused by bushfires or natural disasters.

This document sets out:

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

The Department of Industry, Science, Energy and Resources (the department/we) is responsible for administering this grant opportunity on behalf of the DITRDC.

We have defined key terms used in these guidelines in the glossary at section 14.

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

## Grant amount and grant period

The Australian Government has announced a total of $37.1 million over two years for the program. For this grant opportunity $7.7 million is available over two years from 2020-21 to 2021-22.

### Grants available

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

* The maximum grant amount is $7.7 million.

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 the Temporary Telecommunications Infrastructure Deployment grant or the other Commonwealth grant.

You will be responsible for all operational and maintenance costs for facilities funded under the program.

### Project period

The maximum project period is up to 19 months.

You must complete your project by 30 April 2022.

## Eligibility criteria

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

### Who is eligible?

To be eligible you must:

* have an Australian Business Number (ABN)
* be an entity, incorporated in Australia, that operates a mobile and/or fixed telephony network; and
* hold a carrier licence.

### Additional eligibility requirements

We can only accept applications:

* where you can provide evidencefrom 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 the costs of the project not covered by grant funding
* where you can provide evidence of how you will provide your share of project costs, such as an accountant declaration that confirms you can fund your share of the project costs, including any ineligible expenditure. An accountant declaration template is available on [business.gov.au](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) and [GrantConnect](http://www.grants.gov.au). If you do not use this template, you must include equivalent information and the declaration in your own document.

We cannot waive the eligibility criteria under any circumstances.

## What the grant money can be used for

### Eligible activities

To be eligible your project must:

* be aimed at purchasing portable telecommunications facilities, which support connectivity and address outages caused by bushfires or natural disasters including:
  + cells on wheels
  + satellite‑supported cells on wheels
  + mobile exchanges on wheels
  + NBN Road Muster trucks
  + portable satellite kits

We may also approve other activities.

### Eligible expenditure

To be eligible, expenditure must be:

* incurred by you within the project period
* a direct cost of the project
* incurred by you to undertake required project audit activities.

Eligible expenditure items include:

* direct labour costs of employees you directly employ on the core elements of the project. We consider a person an employee when you pay them a regular salary or wage, out of which you make regular tax instalment deductions
* up to 30% labour on costs to cover employer paid superannuation, payroll tax, workers compensation insurance, and overheads such as office rent and the provision of computers for staff directly working on the project
* contract expenditure is the cost of any agreed project activities that you contract to others
* purchase of equipment and supplies to undertake the project
* domestic travel limited to the reasonable cost of accommodation and transportation required to conduct agreed project activities in Australia
* staff training that directly supports the achievement of project outcomes
* the cost of an independent audit of project expenditure up to a maximum of 1 per cent of total eligible project expenditure
* other eligible expenditure as approved by the program delegate.

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

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.

### What you cannot use the grant for

Expenditure items that are not eligible are:

* operation, maintenance and replacement costs of any equipment purchased
* financing costs, including interest.

## The assessment criteria

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

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

We will only consider funding applications that score at least 50 per cent against each assessment criterion, as these represent best value for money.

### Assessment criterion 1

**Project alignment with program objectives (50 points)**

You should demonstrate this by identifying:

1. how your project will meet the program objectives
   * increase and improve telecommunications resilience in communities recently affected by severe bushfires and other natural disasters or at risk of bushfires or other natural disasters in the future
   * enhance the capability to restore services to areas affected by bushfires or natural disasters by quickly deploying temporary facilities to address gaps caused by outages.
2. the extent to which your project will use a local workforce in fire-affected, high fire risk communities, or communities that are affected by, or at risk of, other natural disasters
3. how your project will service the community in general (i.e. allow other carriers’ customers to roam on to the asset) and serve Emergency Service Organisations
4. your ability to commit to a Service Level Agreement (SLA) with DITRDC to rapidly deploy facilities into the community during declared emergencies and on request of emergency service organisations during the useful life of the assets
5. how your project has power redundancy built into the facility
6. your commitment to fund the ongoing operation and maintenance cost of the equipment for the useful life of the asset.

### Assessment criterion 2

Capacity, capability and resources to deliver the project (50 points)

You should demonstrate this by identifying:

1. your track record managing similar projects including serving the general community and rapid deployment to assist Emergency Service Organisations
2. your pre-deployment plan (including ability to deploy in November 2020) and project plan to manage the project including addressing scope, implementation plan, procurement, timeframes, budget and risk management (including work health and safety)
3. your ability to deploy facilities at community events free of charge, and the number of days/events that you commit to.

## How to apply

Before applying, you should read and understand these guidelines, the sample [application form](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) and the sample [grant agreement](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) published on business.gov.au and GrantConnect.

To apply, you must:

* complete the online [application form](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters) via business.gov.au
* provide all the information requested
* address all eligibility and assessment criteria
* include all necessary attachments

You should retain a copy of your application for your own records. You can view and print a copy of your submitted application on the portal 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](https://www.business.gov.au/contact-us) at business.gov.au or by calling 13 28 46.

### Attachments to the application

You must provide the following documents with your application:

* pre-deployment plan
* project plan
* project budget
* accountant declaration (template provided on [business.gov.au](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) and [GrantConnect](http://www.grants.gov.au), If you do not use this template, you must include equivalent information and the declaration in your own document)
* evidence of support from the board, CEO or equivalent (template provided on [business.gov.au](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) and [GrantConnect](http://www.grants.gov.au)). Where the CEO or equivalent submits the application, we will accept this as evidence of support.

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.

### 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 around October/November 2020.

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 grant activity | October 2020 |
| End date of grant commitment | 30 April 2022 |

## The grant selection process

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

We consider your application on its merits, based on:

* how well it meets the criteria
* how it compares to other applications
* whether it provides value with relevant money.

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

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

We then refer your application to the departmental committee comprised of employees from the DITRDC. The committee may also seek additional advice from independent technical experts.

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

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.

### Who will approve grants?

The Minister for Communications, Cyber Safety and the Arts (the Minister) decides which grants to approve taking into account the recommendations of the committee and the availability of grant funds.

The Minister’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 the merits of your application.

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

## Notification of application outcomes

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

If you are unsuccessful, we will give you an opportunity to discuss the outcome with us.

## Successful grant applications

### 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](https://www.business.gov.au/Grants-and-Programs/Strengthening-Telecommunications-Against-Natural-Disasters#key-documents) is available on business.gov.au and GrantConnect.

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

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

If you enter an agreement under the program, you cannot receive other grants for the same activities from other Commonwealth granting programs.

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

### Grant agreement format

We will use an agreement based on the standard grant agreement.

You will have 30 days from the date of a written offer to execute this grant agreement with the Commonwealth. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign 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 Minister.

### Project/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 and in relation to disasters
* The *Telecommunications Act 1997 (*including any carrier licence conditions made under that Act or any disaster plans made under Part 16 of that Act).
* The *Competition and Consumer Act 2010*

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

### 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[[2]](#footnote-3).

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](https://www.ato.gov.au/). We do not provide advice on tax.

## 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*](https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-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.

## How we monitor your grant activity

### 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.

### Reporting

You must submit reports in line with the [grant agreement](file://prod.protected.ind/User/user03/LLau2/insert%20link%20here). 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
* contributions of participants directly related to the project.

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

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

#### Progress reports

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.

#### End of project report

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

End of project reports must:

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

#### 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.

### 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 and GrantConnect.

### 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. For large or complex projects, we may visit you after you finish your project. We will provide you with reasonable notice of any compliance visit.

### 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 year period
* 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 grant agreement 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.

### Evaluation

We will evaluate the grant program to measure how well the outcomes and objectives have been achieved. We may use information from your application and project reports for this purpose. We may also interview you, or ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

We may contact you up to two years after you finish your project for more information to assist with this evaluation.

### 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.

## 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.

### Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a [conflict of interest](http://www.apsc.gov.au/publications-and-media/current-publications/aps-values-and-code-of-conduct-in-practice/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))](https://www.legislation.gov.au/Details/C2019C00057)[[3]](#footnote-4) 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](https://www.industry.gov.au/sites/g/files/net3906/f/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf)[[4]](#footnote-5) on thedepartment’s website.

### How we use your information

Unless the information you provide to us is:

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

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

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

#### 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.

#### When we may disclose confidential information

We may disclose confidential information:

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

We may also disclose confidential information if

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

#### How we use your personal information

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

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

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

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

We, or the Minister, may:

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

You may read our [Privacy Policy](https://www.industry.gov.au/data-and-publications/privacy-policy)[[5]](#footnote-6) on the department’s website for more information on:

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

#### 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.

### Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by [web chat](https://www.business.gov.au/contact-us) or through our [online enquiry form](http://www.business.gov.au/contact-us/Pages/default.aspx) on business.gov.au.

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

Our [Customer Service Charter](https://www.business.gov.au/about/customer-service-charter) is available at [business.gov.au](http://www.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](http://www.ombudsman.gov.au/)[[6]](#footnote-7) with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

## Glossary

| **Term** | **Definition** |
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| 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. |
| Cells on wheels | A portable mobile base station, typically deployed on a trailer. |
| Department | The Department of Industry, Science, Energy and Resources. |
| Departmental committee | The body established by the Minister to consider and assess eligible applications and make recommendations to the Minister for funding under the program. |
| Eligible activities | The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 5.1. |
| Eligible application | An application or proposal for grant funding under the program that the Program Delegate has determined is eligible for assessment in accordance with these guidelines. |
| Eligible expenditure | The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.2. |
| Grant agreement | A legally binding contract between the Commonwealth and a grantee for the grant funding. |
| Grant funding or grant funds | The funding made available by the Commonwealth to grantees under the program. |
| [GrantConnect](http://www.grants.gov.au/) | 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. |
| Innovation and Science Australia | The statutory board established by the *Industry Research and Development Act 1986* (Cth) and named in that Act as Innovation and Science Australia. |
| Minister | The Commonwealth Minister for Communications, Cyber Safety and the Arts. |
| NBN Road Muster Truck | Vehicles equipped with:   * an NBN Co Limited Sky Muster satellite dish to provide emergency services officers (ESOs) and evacuated residents with a Wi-Fi connection * external screens and speakers to display information and play emergency radio broadcasts * charging stations. |
| Mobile exchanges on wheels | A portable fixed/non-fixed telephone exchange. |
| Non-income-tax-exempt | Not exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997* (Cth) or under Division 1AB of Part III of the *Income Tax Assessment Act 1936* (Cth). |
| Personal information | Has the same meaning as in the *Privacy Act 1988* (Cth) which is:  Information or an opinion about an identified individual, or an individual who is reasonably identifiable:  whether the information or opinion is true or not; and  whether the information or opinion is recorded in a material form or not. |
| Private telecommunication company | Entity that has been granted a carrier licence pursuant to the *Telecommunications Act 1997* |
| Program Delegate | An AusIndustry 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. |
| Satellite cells on wheels | A COW with satellite enabled backhaul. |
| Service Level Agreement (SLA) | An agreement with DITRDC relating to deployment, pre-deployment, service levels and other matters. |

1. <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines> [↑](#footnote-ref-2)
2. See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au [↑](#footnote-ref-3)
3. https://www.legislation.gov.au/Details/C2019C00057 [↑](#footnote-ref-4)
4. <https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf_files_redirect> [↑](#footnote-ref-5)
5. <https://www.industry.gov.au/data-and-publications/privacy-policy> [↑](#footnote-ref-6)
6. <http://www.ombudsman.gov.au/> [↑](#footnote-ref-7)