

Community Health and Wellbeing Flexible Funding Grants (CAT C)

Supplier Funding Guidelines

Southern Queensland Bushfires

8 September 2023 – 7 November 2023

Tropical Cyclone Jasper, Associated Rainfall and Flooding

13 December 2023 – 28 December 2023

South Queensland Severe Storms and Rainfall

24 December 2023 – 3 January 2024

Table of Contents

Part A – Overview and objectives	2
Program Information	2
Objectives and outcomes	3
Delivery Model	4
Funding.....	4
Person-Centred Emergency Preparedness and Planning (P-CEPP)	4
Disaster Preparedness and Business Continuity Planning.....	5
Social Services Capacity Building	6
Key timeframes.....	7
Eligible applicants.....	7
Costs	7
Purchase of new assets	9
Part B – Application process.....	10
How to apply	10
Eligibility Criteria.....	10
Assessment.....	11
Other Requirements.....	12
Successful Applications	13
Progress and Project reporting	13
Part C - Governance	15
Certification	15
Funding agreement.....	15
Variations	15
Procurement.....	15
Record keeping	16
Extension of time.....	16
Assurance activities	16
Good and Services Tax (GST).....	16
Monitoring and evaluation	17
Acknowledgement of joint Australian Government and State Government assistance	17
Feedback and complaints	18
Privacy.....	19
Appendix 1 – Efficiencies Funding Program	21
Eligibility Criteria Checklist.....	21

Part A – Overview and objectives

Program Information

The Flexible Funding Grants (FFG) are part of the broader Community Health and Wellbeing Package (the Package).

The Package is an exceptional circumstances package jointly agreed and funded by the Australian and Queensland Governments (50:50) under Category C of the *Disaster Recovery Funding Arrangements (DRFA)*.

Available Funding

Event	Funding	Targeted LGAs	Targeted Initiatives
Southern Queensland Bushfires 8 September 2023 – 7 November 2023	\$427,500	Bundaberg Gladstone Southern Downs Toowoomba Western Downs	Person-Centred Emergency Preparedness and Planning AND Disaster Preparedness and Business Continuity Planning
Tropical Cyclone Jasper, Associated Rainfall and Flooding 13 December 2023 – 28 December 2023	\$3.8M	Cairns Cassowary Cook Douglas Hope Vale Mareeba Tablelands Wujal Wujal Yarrabah	Person-Centred Emergency Preparedness and Planning AND Disaster Preparedness and Business Continuity Planning AND Social Services Capacity Building
South Queensland Severe Storms and Rainfall 24 December 2023 – 3 January 2024	\$2.375M	Gold Coast Logan Scenic Rim	Same as above

Eligible applicants include non-government organisations and Local Governments located within or servicing the LGAs listed in the table above.

The grants are administered by the Department of Families, Seniors, Disability Services and Child Safety.

More information – email CRBFFG@chde.qld.gov.au

Objectives and outcomes

The Package aims to proactively provide support to members of disaster-affected communities, individuals, families including children and primary producers with mental health services, community development and emotional wellbeing support. It will also provide people at greater risk, local organisations, social services and councils with individual and organisational disaster preparedness initiatives to assist in the long-term disaster recovery and future resilience.

The Package will achieve these aims in the following ways:

- Direct support (including personal and financial supports) and referral for individuals over a longer term in response to the impacts of the events
- Direct support (including community mental health supports) and referral for individuals to address the mental health impacts of the disasters on individuals.
- Community building activities that address the impacts of the disasters on community cohesion, including social isolation
- Grants to community groups and local councils to improve the preparedness and resilience of impacted communities
- Provide case management support to impacted individuals by supporting individuals through the stages of the Structural Assistance Grants and Essential Services and Safety Reconnection Scheme grants.

Flexible Funding Grants

Natural disasters are an increasing challenge for Queensland individuals, families and communities and their resilience depends on their capacity to recover to normal functioning after hardship.

The Flexible Funding Grants are targeted to projects focused on the following three initiatives to improve the preparedness and resilience of vulnerable people, families, communities and organisations:

- Person-Centred Emergency Preparedness and Planning
- Disaster Preparedness and Business Continuity Planning
- Social Services Capacity Building.

Eligible organisations are invited to submit proposals outlining their ideas to deliver projects that align with the primary objectives of the grants.

Delivery Model

Using an open funding grant process, the Department of Families, Seniors, Disability Services and Child Safety will invite applications from eligible community based, non-government organisations and local councils. The applicants must provide evidence-based responses to grant application criteria; to deliver one or more of the three Flexible Funding Grant initiatives to individuals and organisations in the impacted Local Government Areas.

The Department of Families, Seniors, Disability Services and Child Safety will undertake a robust assessment process to identify suitable successful applicants that can provide appropriate locally led, locally focused projects.

If grant funding has not been exhausted through the initial grant process the Department of Families, Seniors, Disability Services and Child Safety may offer a further round.

Funding

A total of \$6.6 million in joint DRFA Category C funding is approved as a capped amount to deliver targeted approved initiatives in response to the eligible extraordinary events.

Additional funding rounds may be undertaken if funding is not exhausted.

Eligible applicants may lodge multiple grant applications or lodge as a consortium of partners to deliver the project.

The following grant caps apply to each project application:

- Southern Queensland Bushfires - \$427,500
- Tropical Cyclone Jasper Associated Rainfall and Flooding - \$3.8M
- South Queensland Severe Storms and Rainfall - \$2.375M.

All costs are to be fully expended and acquitted to the Department of Families, Seniors, Disability Services and Child Safety.

Organisations can apply for one or more of the following initiatives:

Person-Centred Emergency Preparedness and Planning (P-CEPP)

P-CEPP is an all-hazards strengths-based approach to emergency preparedness that recognises all people have strengths, capacities and resources and can determine what is best for them.

It is a proactive way of planning for the full scope of emergencies including natural disasters that focuses on individual capabilities and emphasises the importance of partnership between workers and service users.

It recognises the value of solutions developed collaboratively to:

- support people who are at greater risk to increased impacts of disaster to make a plan on an individual level in case of a disaster
- educate first responders and local councils about the P-CEPP to raise awareness of the value of individual planning due to the compounding effects on people with a disability, people who are homeless, older people and First Nations people amongst others
- support community organisations to engage with the people that they support in the development of P-CEPP to assist in addressing the impacts of disasters of social cohesion including social isolation.

The Flexible Funding Grant (FFG) P-CEPP funding is targeted towards project delivery to support individuals experiencing vulnerability to:

- identify their strengths and support needs in everyday life
- know their level of emergency preparedness and learn about their disaster risk
- plan for how they will manage their support needs in an emergency
- communicate the plan with people in their support network and address gaps through collaboration.

If successful, your project will assist Queenslanders who are at greater risk to prepare for emergencies and disasters and improve their preparedness and resilience.

Disaster Preparedness and Business Continuity Planning

Community organisations, including Neighbourhood Centres, are an increasingly important part of the response and recovery to disasters. Ensuring they are well prepared for the impacts of disaster is critical to effectively supporting individuals in response, recovery and beyond. This means being prepared with a plan to support business continuity across organisational functions and core service delivery.

To survive and grow during disaster initiated and impacted change, the community organisations require a regular scan and forecast of their business environments, so that they are aware of the factors that may affect their business-as-usual responsibilities and performance.

This includes converting and adapting service delivery for the response phase of disasters, which requires community organisations to:

- make their facilities available to the community for response and recovery activities
- provide surge workforce for the response and recovery phases
- adapt service delivery to include disaster recovery coordination functions for support and referral of individuals
- increase the scale and scope of emergency relief in the immediate wave of impact and throughout recovery
- utilise the local networks to ensure local skills and capability are maximised in the response.

This increasingly central role requires preparedness and planning that supports community

organisations' actions to conceive of their role in the context of business as usual rather than as the domain of disaster experts.

The FFG funding for Disaster Preparedness and Business Continuity Planning is targeted towards project delivery to develop preparedness and continuity plans that clarify and articulate the role of the organisation during a disaster and address:

- Leadership – e.g. disaster management committee or leadership group
- Building Operational Staff Skills – including training for responsiveness, capability and capacity
- Risk Assessment and Management – including development of risk management plans
- Business Impact Assessment – including analysis for different scenarios
- Local Networks and Structures – e.g. benefits of connecting with other NGOs and the Local Disaster Management Group
- Community Intelligence – for example utilising local networks
- Community Development – in relation to building community resilience opportunities
- Clients – planning to include business-as-usual responsibilities
- Facilities – including plans for impacts to key infrastructure
- Workforce Availability – planning key roles, disaster impacted staff replacement.

If successful, your project will ensure organisations are ready to assist Queenslanders who are at greater risk during a disaster through good planning mechanisms.

Social Services Capacity Building

Natural disasters are an increasing challenge for Queensland individuals, families and communities and their resilience depends on their capacity to recover to normal functioning after hardship.

Amongst other factors, resilience relies on the capacity and capability of key community stakeholders. The [National Principles for Disaster Recovery](#) outlines that successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

Throughout disaster activation, the Department of Families, Seniors, Disability Services and Child Safety makes requests of human and social services to stretch their existing responsibilities to the specific impacts of disasters on individuals, families and communities. The organisations are established to provide services and range from large traditional charities to locally based and community managed organisations such as community health centres and organisations based around the needs of marginalised groups.

Community services providers across the Human and Social Services system are under ongoing pressure to support their service users and communities already being impacted by a range of social needs including the current housing crisis and cost of living pressures.

To ensure that they are in the best place to continue to deliver these supports, this FFG funding for Social Services Capacity Building is targeted towards building specific capabilities for successful service delivery to disaster impacted people including people evacuated from their communities.

Project delivery will focus on building capacity for the delivery of disaster specific service coordination, service navigation and case management.

This may include exercises to:

- assess capability and capacity before, during and after disaster
- identify and mobilise local community skills, strengths and resources
- develop networks and partnerships
- understand and document sustainability challenges
- document processes and practices to develop improvement opportunities.

Key timeframes

All approved projects must be completed by 31 March 2027.

All approved projects documentation including reports and expenditure evidence must be acquitted to the Department of Families, Seniors, Disability Services and Child Safety by 28 April 2027.

Eligible applicants

Non-government organisations and Local Governments with eligible project proposals within the local government areas for the:

- Southern Queensland Bushfires, 8 September 2023 – 7 November 2023
- Tropical Cyclone Jasper, Associated Rainfall and Flooding, 13 – 28 December 2023
- South Queensland Severe Storms and Rainfall, 24 December 2023 – 3 January 2024.

Refer to activation summaries on the Queensland Reconstruction Authority (QRA) website: www.qra.qld.gov.au/activations for further information.

Costs

The applicant will be responsible for all costs over and above the approved funding amount and for ineligible costs.

Eligible and ineligible costs for external providers for all initiatives.

All projects/activities and expenditure lodged must comply with the applicant's financial, purchasing and travel policies and Queensland Government procurement guidelines.

The below table of eligible and ineligible costs identify some of the common examples and is not intended to be prescriptive, comprehensive or exhaustive:

Eligible Costs	Ineligible Costs
<ul style="list-style-type: none"> costs directly associated with delivering the program initiatives temporary staffing and/or salary costs directly associated with the delivery of the program initiatives vehicle costs including leasing, fuel, insurance etc. costs associated with travel, short term accommodation, meal and travel allowances costs associated with establishing a local-face-to-face presence across the affected communities, such as community planning days, room rental or other activities staff incidentals paid as per the award arrangements for travel costs of hiring or leasing additional equipment, needed for the provision of funded activities e.g. phones, printers, computers and IT levies and software (refer to the department before entering any arrangements) non-labour expenses, including but not limited to: <ul style="list-style-type: none"> catering for community meetings/events/training (e.g. light refreshments etc.) as part of service delivery recruitment and on-boarding costs (e.g. staff swipe cards, police checks etc.) office rental and related costs that are necessary for delivering outreach services purchase of resources for community events/activities – pens, table clothes, coloured paper, bluetack etc. (note - this only applies to resources that cannot be leased or hired). 	<ul style="list-style-type: none"> non-specific or unsupported indirect and overhead costs remuneration: <ul style="list-style-type: none"> or training costs of employees of the organisation for work not directly related to the program of existing permanent and casual roles or senior executive officers of employees for work not directly related to the Program legal costs core business activities of the provider purchase of core business capital equipment such as motor vehicles, phones, and office equipment or furnishings (refer to below Purchase of new assets for further details) profit margins of Local governments costs associated with existing activities or activities that have already commenced or been completed office rental and related costs not directly related to delivering of outreach services unsupported on-cost charges in-kind contributions vehicle expenses not directly related to the delivery of the project cash prizes or commercial gifts ongoing costs for administration, operation or maintenance costs incurred outside the Allowable Time Limit for the event. costs associated with the use of budget-funded resources, including existing office spaces, vehicles and ongoing staff. costs not outlined in the grant application.

Eligible Costs	Ineligible Costs
<ul style="list-style-type: none"> costs associated with the delivery of training and education programs, including but not limited to: <ul style="list-style-type: none"> facilities hire planning and facilitation design, print and publication of promotional/educational materials for use in delivering educational workshops costs for having printed materials translated for use in a particular area impacted by a disaster advertising such as radio, print media and billboard space. costs associated with the provision of professional briefing, debriefing for workers by third parties to meet workplace health and safety and staff wellbeing requirements (e.g. Employee Assistance Service). 	<p>The organisation will be responsible for all costs over and above the approved capped funding amount and for <u>all ineligible costs</u>.</p>

Purchase of new assets

The purchase of new assets to undertake eligible activities is generally ineligible. However, where equipment is unable to be hired and must be purchased to meet operational requirements or it is less expensive to purchase, the purchase price less the residual/depreciated value at the end of the operational use may be considered eligible.

A depreciating asset is an asset that has a limited effective life and can reasonably be expected to decline in value over the time it is used. Depreciating assets include such items as computers, electric tools and furniture where eligible under DRFA.

Purchases will be assessed based on the information provided by the delivery agent.

Supporting information should include:

- proof of purchase
- operational imperative including priority and timeframe necessitating the purchase
- evidence of inability to hire from suitable suppliers, i.e. letter or email with company letterhead or logo
- cost benefit rationale including a comparison of purchase cost against actual hire costs over a required timeframe, and the cost to transport hire equipment plus hire costs versus local purchase cost
- residual value of the purchased asset, including warranty period extending beyond the eligible activities.

Part B – Application process

How to apply

All applications are to be submitted via the [Smarty Grants](#) grant administration system.

Applications submitted outside of Smarty Grants cannot be progressed.

Applicants may apply for a grant for more than one initiative.

Eligibility Criteria

Your initiative should not duplicate any currently funded services or initiatives in your proposed location, including services or initiatives funded through Queensland State Government agencies, Local Governments, the Commonwealth Government or through non-government organisations.

To be eligible to apply for this grant, your organisation must be incorporated and can be:

- an incorporated not-for-profit organisation
- a company limited by guarantee
- a cooperative
- an Aboriginal or Torres Strait Islander community-controlled organisation or corporation
- an incorporated association
- a university or research organisation
- a profit-for-purpose company
- an entity auspiced by an eligible organisation
- local government body

You are not eligible to apply if you are:

- a state, territory or federal government agency or body
- an unincorporated organisation
- an individual
- fixed trusts
- a political party.

To be eligible your initiative must be able to demonstrate you can deliver the project.

If your application does not meet the eligibility criteria, it will not be assessed.

If you are applying as a consortium or partnership, a lead agency must be identified, and the contract will be entered into with that organisation.

Please only make an application if you meet the eligibility criteria. Only applications that meet the eligibility criteria will be considered.

The department cannot fund you if you are not eligible or do not meet the criteria. The eligibility checklist in Appendix 1 on page 18 may assist you to determine if your application will meet the eligibility criteria.

Assessment

You can apply to deliver one or all of the initiatives as described above, your application must address the following criteria:

Assessment Criterion 1

For each initiative describe the proposed model of service delivery and how it will meet the intended purpose. Please include:

- community cohorts/organisations/social services to be targeted
- needs analysis and process used to identify those cohorts
- information about how the program will be responsive to local identified needs
- strategies to ensure coverage of the targeted area
- details of proposed workshop delivery and deliverables

Your proposed model should also address:

- how service user participation is captured within data collection
- how service user privacy requirements are managed and maintained
- your dispute resolution process, particularly in relation to informing the department of any risks to service delivery
- DRAFT evaluation plan (to be approved by the department) to ensure that relevant outcome measures and learnings are captured throughout the life of the Service.
- how your governance and operations will meet reporting requirements on a monthly, quarterly, annual and end of project frequency.

Assessment Criterion 2

Describe your organisation's capability and capacity to deliver the proposed initiative. Please include:

- Evidence of your organisation's capability and capacity to deliver the activities and deliverables outlined in the description of goods and services.
- Experience in delivering services of a similar nature (if relevant)
- Experience in delivering activities to diverse cultural, and geographical communities
- Ability to commence service delivery as of 1 December 2025

Assessment Criterion 3

Evidence of your organisation's capability and capacity (or potential for capacity) to collaborate and engage with key stakeholders including local councils, Aboriginal and Torres Strait Islander peoples, community and disability support services and providers,

organisations that support vulnerable people, local disaster management networks and local support services.

Within your response, please include an Engagement Strategy that outlines how you will promote the availability of these activities, engage, and collaborate with other sector agencies and key stakeholders.

Assessment Criterion 4

Provision of a suitable project plan inclusive of a detailed budget.

The proposed project plan should include

- deliverable activities or milestone stages (such as Planning, Service Delivery, Marketing and Promotion, Resourcing, Reporting and Closing) and key delivery dates for each project stage
- risk identification and management strategies.

Your project budget should identify:

- Total project costs and the total amount of funding requested
- All eligible costs you are seeking funding for (aligned to eligible costs indicated within the FFG Guidelines)
- In-kind costs that you will contribute to the project.

Other Requirements

- Information to be provided at the time of application regarding the proposed participation process which ensures participant data is captured wherever possible.
- An escalation process to inform the department of problems and queries regarding the service is provided at the time of application.
- Commitment to the:
 - reporting requirements outlined in the guidelines and the submission of a final evaluation report to the department outlining the ultimate outcomes and learnings from the service's delivery
 - correct legal requirements in relation to service users' privacy consent to service user information sharing to external supports, agencies and services
 - participation in a Community of Practice with attendance at regular meetings.

All services must:

- Operate with low or no entry requirements to ensure services are accessible to all service users.
- Ensure processes are in place to refer service users to alternative or specialised services where appropriate.
- Monitor and supervise volunteers.
- Build strong relationships and engagement strategies with First Nations peoples and culturally and linguistically diverse organisations and/or service users.

- Ensure activities are responsive to the needs of service users and are relevant to reducing vulnerability and disadvantage.

Successful Applications

Applicants successful in obtaining funding will be required to:

- enter into a service agreement. (Please view the department's agreement templates at www.families.qld.gov.au/about-us/our-department/funding-grants-investment/social-services-agreements-contracts)
 - comply with the requirements and conditions within the Service Agreement, including reporting and acquittal requirements
 - comply with the *Community Services Act 2007*.
 - applications must include current evidence of Public Liability Insurance of no less than \$10M that is current and remains current for the duration of the project
 - additional individual conditions may be specified at the time of approval. If necessary, a revised project plan may be negotiated.
- a) A service agreement needs to be executed before any payment can be made.
 - b) Grant recipients are bound to the grant agreement and contractual terms and conditions.
 - c) Grant recipients will be required to submit performance reporting to the Department of Families, Seniors, Disability Services and Child Safety.

Progress and Project reporting

Applicants with approved grant projects are required to provide progress and project reports to the Department of Families, Seniors, Disability Services and Child Safety. Reports may be required monthly or quarterly dependent on the individual contracts.

As per individual contracts, reporting requirements may include:

- actual expenditure reported against the approved capped amount to date
- accrued expenditure to date
- supporting documentation including:
 - General Ledger
 - Transaction
 - Payroll
 - Timesheets
 - Travel expense reports and documentation
- Information regarding:
 - percentage of activities completed
 - strengths (what is working well)
 - opportunities (what can be improved)
 - barriers (what risks and issues are affecting implementation)

- implementation milestones (activity and financial updates)
- any changes in scope
- case studies and good news stories
- additional comments and explanations

Acquittal

A Final Project Acquittal report must be submitted to the Department of Families, Seniors, Disability Services and Child Safety within three months of project completion.

Acquittal reports must be certified by the Chief Executive Officer (or an equivalent delegate) and must include:

- report outlining activities, achievements and deliverables completed against what was identified in the project application
- actual costs reported against the capped amount and evidence of expenditure claimed, linked to the activities, including:
 - detailed general ledger or transaction report in editable format to support all claimed expenditure
 - all source documents (e.g. tax invoices, timesheets) supporting the claimed expenditure
 - key program/package performance data (measured outputs and outcomes)
 - survey data or case studies (about beneficiaries)
 - internal reviews/program manager feedback on achievements, enablers, barriers and/or lessons learned about the package's design and implementation
 - photographs and/or case studies are desirable, if appropriate.

Additionally, project acquittal reports may also need to include:

- final progress report including
 - actual completion date of approved activities
 - percentage complete
 - final actual cost of approved activities
 - reasons for variances to scope, time or cost.
- evidence demonstrating the completed project achievements against the deliverables identified in the project application
- an independently audited financial statement and detailed general ledger / payroll report or invoice evidencing the final actual expenditure claimed.

QRA will undertake a final assessment of each project to ensure approved scope is delivered within timeframe, expenditure is eligible, and assurance requirements are satisfied.

Part C - Governance

Certification

All applications, including progress and acquittal reports, must be certified by the agency/applicant Chief Executive Officer / Director in line with its delegations.

Funding agreement

As a condition of accepting this funding, each Funding Recipient will be required to enter into a formal funding agreement with the Department of Families, Seniors, Disability Services and Child Safety. The funding agreement provides details on general and specific conditions of funding associated with the delivery of this Grant.

The agreement will include information about the Funding Recipient and approved Grants details including conditions of funding (timeframes for project completion, how funds can be spent, accountability and acquittal processes, forecast claim dates, reporting requirements and acknowledgement of government funding).

A grant funding payment will be made through an initial release of funds on execution of the contract. Remaining funds will be released periodically on the submission and approval of all required reports to the department's satisfaction.

Applicants should ensure that their project is deliverable with this staged release of funding prior to applying.

All grant recipients are required to register and undertake reporting commitments in the department's online reporting portal.

Variations

All variations to a Project Funding Agreement, scope or change in control of a project are to be agreed formally in writing between the Funding Recipient and the Department of Families, Seniors, Disability Services and Child Safety.

Where there are material changes following a project approval, Funding Recipients must provide the Department of Families, Seniors, Disability Services and Child Safety with updated project information.

Procurement

When procuring goods or services the funding recipients must align with the applicable procurement policy. When procuring goods and services local governments must align with the *Queensland Procurement Policy 2021*, *Local Government Act 2009* and the *Local Government Regulation 2012* and their own procurement policy.

If expenditure is in breach of Queensland Government or council's procurement standards, reimbursement of these costs may not be reimbursed.

Record keeping

All grant recipients must keep an accurate audit trail. DRFA records must be available for seven (7) years from the end of the financial year the claim is acquitted by the Australian Government.

For assurance purposes, the Australian Government may at any time, via QRA, request documentation from grant recipients to evidence the State's compliance with any aspect of the DRFA.

This may include but not be limited to access to project level information including transaction listings of eligible expenditure that reconcile to the claimed amount, and support for each transaction (for example, contracts, invoices and timesheets) to confirm acquittal in accordance with the DRFA.

Extension of time

An extension of time (EOT) beyond the detailed eligible timeframes may be requested in exceptional circumstances.

Applicants are required to formally request an EOT and contact your Department of Families, Seniors, Disability Services and Child Safety contract officer as early as possible, detailing the unforeseen circumstances impacting project completion, the actions taken to minimize the impact, and the adjusted project plan, milestones and cost implications.

Assurance activities

Applicants may be required to provide documentation to support any assurance activities.

These assurance activities may include, but are not limited to:

- audit,
- site visits or inspections,
- obtaining relevant documentary evidence to support estimated/actual costs and/or value for money assessments,
- verification reviews on measures or projects
- compliance with legislative and policy requirements.

Good and Services Tax (GST)

All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Monitoring and evaluation

Applicants are required to submit a DRAFT evaluation plan (to be approved by the department) as part of their application that details how the relevant outcome measures and learnings will be captured throughout the life of the package.

The program may be evaluated by the Department of Families, Seniors, Disability Services and Child Safety and applicants are advised that further information may be sought in relation to the evaluation.

The objectives for measurement will be to examine whether funding:

- responded to community needs over time (appropriately and efficiently)
- contributed (effectively) to the achievement of package, and recovery and resilience objectives.

To support the evaluation process, stakeholders may be requested to participate in interviews or supply additional data to the Department of Families, Seniors, Disability Services and Child Safety /QRA evaluation team as part of final progress reporting.

Acknowledgement of joint Australian Government and State Government assistance

Recipients of Disaster Recovery Funding Arrangements (DRFA) funding must adhere to the DRFA Media and Public Acknowledgement Requirements ([Refer to Section 5.2 of the DRFA Guidelines](#)).

All DRFA-related media releases/planned events/social media/public notices or signage must be approved by the DRFA Team. Please email CRBFFG@chde.qld.gov.au for materials to be reviewed and approved.

NOTE: Failure to seek approval of DRFA-related material may breach the program's funding requirements. Sufficient time should be given for DRFA to help facilitate approval of materials.

The [DRFA media and public acknowledgement requirements | Queensland Reconstruction Authority \(gra.qld.gov.au\)](#) website has a checklist for the requirements of a Public Acknowledgement of Commonwealth-State assistance. Please refer to the checklist to ensure compliance.

Eligible applicants must acknowledge DRFA funding contribution in public materials, which includes but is not limited to:

- a) media releases, social media, posters, advertising and signage associated with the approved project
- b) acknowledgement or statements in project publications and materials
- c) events that use or include reference to the approved project.

To comply with this requirement, all public advice and media releases should refer to the relevant funding source, as being “jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements”.

Prior agreement must be reached with the Department of Families, Seniors, Disability Services and Child Safety. The Department, through the QRA, will oversee approval of media events and associated materials, in consultation with the National Emergency Management Agency (NEMA).

All publications must also include both the State and Australian Government logos and the following disclaimer: ‘Although funding for this product has been provided by both the Australian and Queensland Governments, the material contained herein does not necessarily represent the views of either Government’.

As the funding programs are being delivered, the Department of Families, Seniors, Disability Services and Child Safety in conjunction with the funding recipients, will identify announcement, progress and finalisation of program media opportunities. the Department of Families, Seniors, Disability Services and Child Safety will communicate these opportunities to QRA, which will advise the NEMA.

Feedback and complaints

Applicants may request feedback on their grant application up to 4 weeks after they are notified of the outcome.

For feedback on your application please send an email to CRBFFG@chde.qld.gov.au

Complaints can be made via:

- [Online form](#)
- Email to: feedback@dcssds.qld.gov.au
- Call: 13 QGOV (13 7468)
- By writing to:

Complaints Unit
Department of Families, Seniors, Disability Services and Child Safety
Locked Bag 3405
Brisbane Qld 4001

We are committed to effective complaints management and will deal with all complaints against our actions, decisions or officers’ conduct in a responsive, confidential and fair manner.

Please refer to the Compliments and Complaints section of our website for more information www.families.qld.gov.au/contact-us/compliments-complaints

Privacy

We treat your personal information according to the Information Privacy Act 2009. This includes letting you know:

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

In submitting a grant application, you agree to the Queensland Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information, we cannot assess your grant application.

The Queensland Government may also use and disclose information collected about you under this grant in any other Queensland Government business or function. This includes disclosing grant information on the Department of Families, Seniors, Disability Services and Child Safety website and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other State entities, the responsible Minister and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by law.

Assistance

If you have any questions or require further information about the grant program, please email CRBFFG@chde.qld.gov.au

If you have any technical difficulties with logging in, progressing or submitting your application, please contact Smarty Grants on 03 9320 6888 or by email service@smartygrants.com.au

Please refer to the *SmartyGrants—Help Guide for Applicants* <https://applicantshelp.smartygrants.com.au/help-guide-for-applicants/> for assistance on completing your application form.

Need help in your language?



Call [1800 512 415](tel:1800512415) and ask for an interpreter.

The following services are also available:

- TTY users: [13 36 77](tel:133677) (no additional call charges apply).
- Speak and listen (speech-to-speech relay) users: [1300 555 727](tel:1300555727).
- [National Relay Service](#): Provides help for people who are deaf or find it hard to hear or speak to hearing people on the phone.
- [Translating and Interpreting Service \(TIS\)](#): Provides interpreting services to people who do not speak or have trouble understanding English: [13 14 50](tel:131450).
- [Translate a Queensland Government web page](#): Find out how you can get information on the Queensland Government's website translated into your language.

Appendix 1 – Eligibility Criteria Checklist

Eligibility Requirement	Yes	No
Applicant is one of the following: <ul style="list-style-type: none"> • an incorporated not-for-profit organisation • a company limited by guarantee • a cooperative • an Aboriginal or Torres Strait Islander community-controlled organisation or corporation • an incorporated association • a university or research organisation • a profit-for-purpose company • an entity auspiced by an eligible organisation • local government body 		
Has an Australian Business Number (ABN).		
Registered for the purposes of GST.		
Has the capacity or currently delivers services in Queensland.		
Located or able to operate in an eligible LGA.		
Has or able to arrange public liability insurance of no less than \$10 million that is/will be current and remain current for the duration of each contract if the application/s is/are successful and provide copies to the department.		
Able to provide participation process to ensure participant data is captured.		
Ability to develop and provide a draft evaluation plan for departmental approval.		
Understanding and commitment to the reporting requirements as outlined on page 14.		
Understanding and commitment to the DRFA Media and Public Acknowledgement Requirements (Refer to Section 5.2 of the DRFA Guidelines).		
Ability and capacity to comply with the requirements and conditions within the Service Agreement, including reporting and acquittal requirements.		
Able to comply with the requirements outlined in the Community Services Act 2007.		
Ability and commitment to participating in Community of Practice meetings if required.		