



Australian Government

**Community
Grants Hub**
Improving your grant experience



Redress Support Services

Questions and Answers

1. What is the closing date and time for applications?

The application form must be submitted by 9:00 pm AEST on Monday 13 September 2021. It is recommended that you submit your application well before the closing time and date.

2. If I am not able to submit my application by the due date and time, can I be granted an extension?

No. Extensions will not be granted. If an application is late, or the Community Grants Hub is requested to approve a lodgement after the closing date, the [late application policy](#) will apply. The policy is available on the Community Grants Hub website.

3. How much funding is available for this program?

Up to \$43.072 million over 2 years is available for this grant opportunity. Applicants can apply for up to a maximum of \$2.5 million in funding over the funding period. Successful organisations may receive less funding than the funding they request.

4. Is the funding ongoing?

Funding for this grant opportunity is available from 1 July 2022 to 30 June 2024. Subsequent grant processes will be undertaken at a later stage to ensure Redress Support Services continue throughout the life of the National Redress Scheme (the Scheme) (2018 to 2028).

5. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons it is not possible to give you information about the status of individual applications during the assessment process.

6. How can I submit the application form?

The application form is an online form that you must complete and submit on the Community Grants Hub website. The Community Grants Hub will not provide or accept application forms for this grant opportunity by fax, email or mail.



7. Do character limits apply to my application?

Yes. The application form includes character limits of up to 6,000 characters (approximately 900 words) per assessment criterion. Please note spaces are included in the character limit.

8. I am a Redress Support Service currently funded by the Department of Social Services, do I have to reapply for further funding?

Yes. To ensure the Scheme continues to meet the current and emerging needs of people who experienced institutional child sexual abuse, all current Redress Support Services (RSS) that want to be considered for further funding, or new services that want to deliver RSS for the Scheme, need to apply. Applications will be assessed and ranked against the selection criteria and compared to other applications.

9. Do I need to spend a proportion of the grant funds on specified grant activities?

You must only spend grant funds on eligible grant activities, as defined in the grant agreement.

See section 5 of the Grant Opportunity Guidelines for more information about what grant money can and cannot be used for.

10. Do people who have experienced institutional child sexual abuse have to apply to the National Redress Scheme in order to access support services? What about people who are not going to apply or are not eligible for the Scheme?

RSS will be funded to provide support to people who are engaging with, applying to, or considering applying to the Scheme.

11. How will services know who is eligible to apply for the National Redress Scheme and access Redress Support Services?

For a person to be eligible to apply for the Scheme all of the following criteria must apply:

- They experienced sexual abuse
- The abuse occurred when they were under 18 years of age
- The abuse occurred before 1 July 2018
- The abuse occurred in an institutional setting

Support services will be expected to provide information and support to clients on the Scheme to ensure they understand the Scheme's requirements. The Department of Social Services (the department) will assess eligibility using the information provided in the client's application form.



12. Will the Department of Social Services provide training to Redress Support Services on the National Redress Scheme (the Scheme)?

Yes. The department will provide training to RSS on the Scheme. RSS staff are required to participate in training provided by capacity building services and other Scheme-specific training sessions. This should be considered when completing your application.

13. How will I be expected to collect service data, and will I need specific software?

RSS grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement. RSS will be required to collect performance information and enter it into the department's performance reporting solution, the DSS Data Exchange. Information must be provided in accordance with the [Data Exchange Protocols](#).

See section 12.2 of the Grant Opportunity Guidelines for more information about reporting.

14. Will I be expected to meet performance targets such as number of people who need to be supported with their applications?

Due to the impact of trauma related to child sexual abuse, the level of support required by individual applicants to the Scheme may vary. However, support services will need to provide performance information as part of their reporting requirements, including the number of clients supported and the number of supported applications lodged to the Scheme.

See section 12.2 of the Grant Opportunity Guidelines for more information about reporting.

15. Is the counselling provided by Redress Support Services different to the counselling and psychological care offered to eligible applicants as a part of a redress outcome?

Yes. RSS will provide services to support people's engagement with the Scheme. The support will include providing accessible, client-focused support and counselling at all stages of the application process. The counselling and psychological care component of a redress outcome is available to people who receive and accept an offer of redress. This component entitles a person to access counselling through state and territory counselling services, or a lump sum payment in South Australia and Western Australia.

16. Will I be expected to continue providing support to survivors after they receive a redress outcome from the National Redress Scheme?

The aim of RSS is not to provide ongoing counselling for survivors. It is primarily to provide support during the process of engaging with the Scheme. Following a redress outcome RSS may provide support to survivors to engage with institutions through the Direct Personal Response (DPR) process. Access to counselling following a redress outcome will be available through the counselling and psychological care component of the redress outcome.



17. Will I be expected to provide support to younger children who may wish to apply to the National Redress Scheme?

RSS support applicants to the Scheme, including people who are currently under 18 years of age. If an applicant is under 18 years old, they can apply for redress if they are going to turn 18 before 30 June 2028. After they have applied, the Scheme will conduct a preliminary assessment of the application, which may help the applicant decide whether or not they want to wait for redress or pursue other options. Further information can be found on the Scheme's website, under [Who can apply?](#)

18. Will I be expected to provide or obtain legal advice for people applying to the National Redress Scheme?

No. In addition to RSS, applicants have access to free legal support services through knowmore Legal Services Limited. knowmore provide independent expert legal advice to people when they engage with the Scheme. knowmore do not charge people for legal advice.

See section 2.5 of the Grant Opportunity Guidelines for more information about engagement with other services, including legal support services.

19. Will I be expected to provide financial advice to people applying to the National Redress Scheme?

No. In addition to RSS, applicants have access to free specialist redress financial counselling. The redress financial counselling service is available to people who are considering applying for redress and before and after they receive a redress payment.

See section 2.5 of the Grant Opportunity Guidelines for more information about engagement with other services, including legal support services.

20. Can I use subcontracting arrangements to deliver services in regional or remote areas or for clients with specific needs?

Yes. If the department approves the arrangement, subcontracting arrangements can be used. You should outline how you would use subcontracting arrangements in your application.

See sections 2.7 and 5.1 of the Grant Opportunity Guidelines for more information about entering into subcontracting or brokerage arrangements to deliver RSS, including the assessment criteria used to assess applications proposing those arrangements.



21. Can I work with other service providers to deliver services?

Yes. You may apply as a consortium to deliver grant activities. If you are submitting a grant application on behalf of a consortium, you must appoint a 'lead organisation'. Only the lead organisation will enter into a grant agreement with the Commonwealth, and it will be responsible for the grant. The application must identify all other members of the proposed group.

See section 7.2 of the Grant Opportunity Guidelines for more information about consortia applications.

22. Will I be expected to provide translating and interpreting services for people from culturally and linguistically diverse backgrounds?

Yes. RSS are expected to provide access to interpreting or cultural translation services, as required. Grant applicants should also consider how they will ensure their services will be accessible to Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.

For example, service delivery partners may require cultural competency skills in order to engage with culturally and linguistically diverse clients. Services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers.

If required, based on an assessment of the target group, costs for translating and interpreting services (and other requirements for ensuring accessibility) should be factored into grant applications.

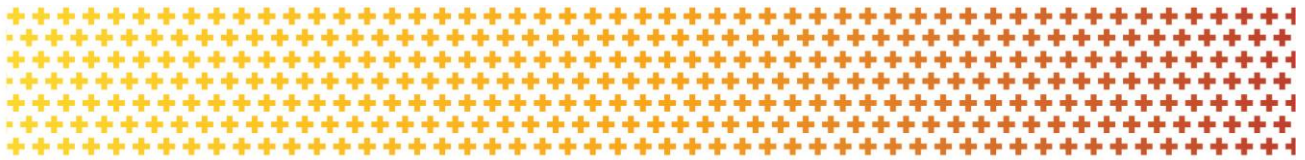
See sections 2.4 and 10.4 of the Grant Opportunity Guidelines for information about the objectives of RSS and the Multicultural Access and Equity Policy.

23. Where should I go for further information?

More information about the Scheme can be found on the [Scheme's website](#). For specific questions, please email your enquiries to support@communitygrants.gov.au.

24. Is there any data around the expected number of applicants in particular regions?

The Grant Opportunity Guidelines are available on the Community Grants Hub website. The Royal Commission into Institutional Responses to Child Sexual Abuse estimated there could be as many as 60,000 people who experienced institutionalised child sexual abuse. A more granular breakdown of the number of people from specific locations who are likely to apply for the Scheme is not available.



25. Can I specify a region or a particular geographic service coverage area in my application?

Yes. Applicants should specify the areas – Statistical Area Levels, SA3 or SA4 – where they will provide face-to-face support and outreach to people applying for redress and engaging with the Scheme.

If you propose to provide Australia-wide or state-wide telephone-based, or online counselling and support, you should describe the proposed service model in the application form.

To assist with selecting your coverage area in the application form, go to the Australian Bureau of Statistics website to see a [map of the Statistical Area Levels](#).

At ‘Choose a boundary type’, select either 2016 Statistical Area Level 4 (SA4) or 2016 Statistical Area Level 3 (SA3). Click in the relevant area on the map to see the SA3, SA4 name.

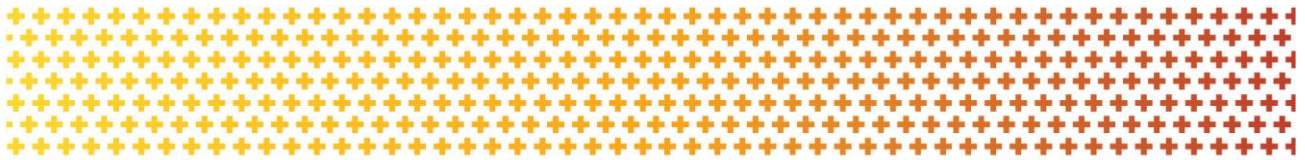
OR choose 2016 Urban Centres and Localities (UC/L) in the **red** drop down, **then** choose the relevant 2016 Statistical Area Level in the **blue** drop down. This view shows the names of additional towns in the Statistical Area providing additional detail if required.

Further information on Statistical Areas can be found on the [Community Grants Hub website](#).

26. Are there specific service gaps or groups that the department expects Redress Support Services to support?

The department aims to provide RSS across Australia, including to cohorts such as, Forgotten Australians, former Child Migrants, Aboriginal and Torres Strait Islander peoples and people with disability.

The department is seeking additional service providers who can deliver support across Northern Australia (including the Northern Territory), the Newcastle and Hunter Valley in NSW and the New England area in NSW. The department is also seeking service providers that can meet the needs of people from culturally and linguistically diverse backgrounds and people with a disability including those who may be in institutional care.



27. Is it possible to submit more than one application for different services? For example, one application for a national telephone/video link service and another combining face-to-face support?

Applicants may propose any type, number or combination of delivery methods for providing RSS under this grant opportunity. Regardless of the delivery method/s being proposed, applicants can only submit one application under this grant opportunity. If more than one application is received, only the last application will be considered. The department will assess each proposal on its merits and on whether it satisfies the objectives and requirements of this grant opportunity.

See section 2.3 of the Grant Opportunity Guidelines for more information on Redress Support Services delivery.

28. Do I have to list detailed subcontracting arrangements in the application, or can I outline the selection/recruitment and support processes?

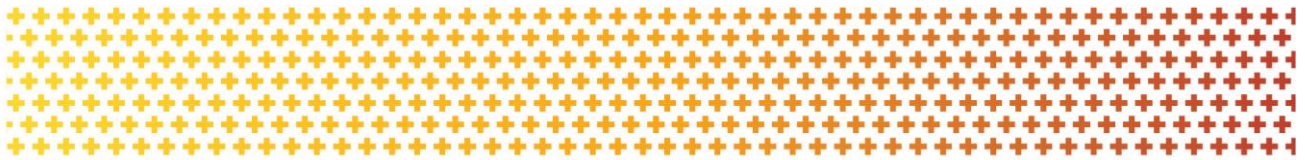
Applicants can propose any type of partnership or brokerage arrangement for the delivery of RSS. This should be included in the application form, if it is known at the time. Section 2.7 of the Grant Opportunity Guidelines requires that applicants take reasonable steps to determine the suitability and quality of any outsourced providers, ensuring their services are consistent with the eligibility requirements before applying for this grant opportunity. The Grant Opportunity Guidelines also note that the application must satisfy the department that the proposed arrangements will maintain sufficient protections and quality control protections in the provision of trauma-informed and culturally appropriate care.

29. Can I apply if my support service has links to an institution that is participating in the Scheme?

Participating institutions in the Scheme are eligible to apply to deliver Redress Support Services. This recognises that organisations may choose to join the Scheme voluntarily even though they are not named in an application for Redress, and some organisations may only have distant historical links to institutions that they have accepted responsibility for. Your application will be assessed on a case-by-case basis, taking into account the number of applications that name your organisation as the responsible institution and your proposed approach to ensure independence. Organisations that cannot sufficiently demonstrate their ability to manage potential conflicts of interest will not be assessed further.

You are not eligible to apply if you currently receive direct funding from a non-government institution named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where child sexual abuse has occurred.

See section 4.2 of the Grant Opportunity Guidelines for more information about who is not eligible to apply for a grant.



30. Can a Redress Support Service be an Assistance Nominee to someone applying for the National Redress Scheme?

Yes. Some people may wish for additional assistance during the process of applying for redress. They may choose to have a trusted family member, friend or legal guardian apply for redress on their behalf. They may also request, in some circumstances, to have a RSS act as their nominee. Remember that any nominee arrangement must consider the wishes of the person applying for redress. The Scheme allows people to nominate a person or an organisation to act on their behalf as an Assistance Nominee. RSS are not required to act as an Assistance Nominee for a client, however, organisations can choose to do so as a part of the service they offer.

31. The application form states that our organisation may be required to provide our 2 most recent Financial Statements. However, we don't yet have one for the 2020–21 financial year. Do we need to have this to apply?

No. The department understands that due to the timing of this grant opportunity organisations may not yet have a statement for the 2020–21 financial year. You may be required to provide your 2 most recent year-end statements to the department in order to verify the information provided in the application is accurate.

32. My organisation supports people who are eligible for redress and currently live overseas. Does this need to be included in our proposed services coverage areas?

Yes. Information about your ability to support applicants from overseas, should be included in your response against 'Criterion 2 Proposed service delivery model'. Organisations are not expected to be able to provide face-to-face services to overseas applicants.

See section 6 of the Grant Opportunity Guidelines for more information about the assessment criteria.

New Question and Answer added 10 August 2021

**33. Who is not eligible to apply for the grant?
Section 4.2 of the Grant Opportunity Guidelines state that:**

You are also **not** eligible to apply if you meet the following criteria:

- You are a state, territory or non-government institution or a related institution (whether a legal or non-legal entity) named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where historical child sexual abuse occurred.
 - You receive direct funding from a state, territory or non-government institution named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where historical child sexual abuse occurred.
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The Grant Opportunity Guidelines have been amended with relation to the criteria for who is not eligible to apply. The amendment to the Grant Opportunity Guidelines removes the reference to state or territory government institutions. You are eligible to apply if you receive direct funding from a state or territory government but you are not eligible to apply if you currently receive direct funding from a non-government institution named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where child sexual abuse has occurred. See question 29 of the Questions and Answers or section 4.2 of the Grant Opportunity Guidelines for further information.

New Question and Answer added 25 August 2021

34. Please can you provide a definition of ‘direct funding’ in relation to the last point in section 4.2. Who is not eligible to apply for a grant on page 12 of the Redress Support Service Grant Opportunity Guidelines?

Organisations are not eligible to apply under this grant opportunity if they receive direct funding from a non-government institution named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where child sexual abuse has occurred.

If your organisation does not have a contractual funding arrangement with a non-government institution named in the Royal Commission into Institutional Responses to Child Sexual Abuse as an institution where child sexual abuse has occurred, but currently receives, or has historically received donated funds from such an institution, you may be eligible to apply. Your application will be assessed on a case-by-case basis, taking into account the amount and nature of the donations received, the nature of your relationship with the institution and your proposed approach to ensure independence. Organisations that cannot sufficiently demonstrate their ability to manage potential conflicts of interest will not be assessed further. Any past donations or funding relationships with a non-government institution that is participating in National Redress Scheme should be listed in the Independence Assurance Management Strategy (Attachment A) as part of your application.

New Questions and Answers added 27 August 2021

35. Our question is if we ran an RSS application service, would the service be required to be open to people from all of the identified vulnerable client groups named by you in section 2.4, or could we just offer it internally, to existing clients from across our service areas.

Organisations will need to demonstrate their capability to provide trauma-informed and culturally appropriate support to people considering applying for the Scheme and throughout the application and outcome process. This includes a focus on particularly vulnerable groups, for example, Forgotten Australians, Care Leavers, people with disability, Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse (CALD) backgrounds.



RSS applicants should have the ability to offer support to people enquiring about the National Redress Scheme. If you are intending to focus only on an identified vulnerable client group, this should be outlined in your response to the criterion in your application.

36. Your form requires that applicants select Statistical Areas to indicate the proposed coverage for the service. Most States and Territories can choose SA4's, however, your online form only gives WA applicants the option to select SA3's: about half of the SA3s for WA are cities within the Perth metropolitan area alone (as opposed to five SA4's).

This means that we would need to select 33 items to cover our proposed area, and we would then need to break our budget down by the same 33 areas as well. This feels unreasonable and we would like to ask whether you could change the form to allow WA applicants to nominate SA4's?

The Application Form cannot be amended to allow Western Australian applicants to nominate SA4 regions. Due to the size of Western Australia and the geographically dispersed nature of its population outside of the metropolitan area, applicants who intend to deliver support in Western Australia are required to nominate SA3 service areas. This allows support services to provide greater clarity of proposed service coverage, including any proposed delivery of services to regional or remote areas.

Where a city is covered by multiple Statistical Areas (SA's) (for example Perth), the applicant may submit a proposed budget based on the total metropolitan area divided by the number of SA's covering the city. The calculated budget amounts could then be added to the budget table for the selected SA's that cover the city in the application form.

37. Criterion 3 - Provide an overview of your organisation, including governance structures, geographical coverage, and dispute resolution policies. Can you please clarify whether the reference to 'dispute resolution procedures' relates to:

- **contractual dispute resolution procedures, or**
- **procedures where an applicant to the scheme wishes to raise a dispute or complaint with the service provider?**

The criterion refers to the policies and procedures your organisation has in place to address complaints or concerns raised by a client with regard to the services that you have provided.



New Question and Answer added 9 September 2021

38. Can organisations upload attachments with their application, such as support letters or other relevant information?

The Grant Opportunity Guidelines do not allow for additional attachments/support information to be added to applications as they are not in line with the Commonwealth Grant Rules and Guidelines (CGRGs) for an open competitive grant round. You must only attach documentation according to the instructions provided within the application form. Additional information provided in attachments which have not been requested will not be considered. All applications will be assessed in accordance with the assessment method detailed in the Grant Opportunity Guidelines.

The Independence Assurance Management Strategy must be completed by all applicants. You must use the template provided and submit it with your application. It is a mandatory attachment.

See section 7.1 of the Grant Opportunity Guidelines for more information about Attachments to the application.
