



HAFF Crisis and Transitional Accommodation Program

Feedback for applicants

The Department of Social Services (the department) has provided the following general feedback for applicants of the HAFF Crisis and Transitional Accommodation Program grant opportunity.

Assessment of applications was in accordance with the procedure detailed in the Grant Opportunity Guidelines (the guidelines) and outlined in the selection process below.

Overview

The application submission period opened on 2 October 2024 and closed on 13 November 2024.

The Crisis and Transitional Accommodation Program (CTAP) grant opportunity is part of the Australian Government's election commitment to direct \$100 million of Housing Australia Future Fund (HAFF) disbursements to crisis and transitional housing options for women and children experiencing family and domestic violence (FDV) and older women at risk of homelessness.

The department worked with stakeholders to plan and design the grant program according to the *Commonwealth Grants Rules and Principles 2024* (CGRPs), previously the Commonwealth Grant Rules and Guidelines (CGRGs).

CTAP is a capital works program funding the building, remodelling or purchase of new or expanded crisis and transitional accommodation for women and children experiencing family and domestic violence (FDV) and older women at risk of homelessness.

The intended outcomes of the program are:

- increased appropriate crisis and transitional accommodation options for women and children experiencing FDV.
- increased appropriate crisis and transitional accommodation options for older women at risk of homelessness.
- more women and children who are experiencing FDV being safely housed in appropriate crisis and transitional accommodation.
- more older women who are at risk of homelessness being safely housed in appropriate crisis and transitional accommodation.

Selection Process

The Community Grants Hub (the Hub) undertook the initial screening for organisation eligibility and compliance against the requirements outlined in the guidelines. This information was provided to the department's grant opportunity delegate for final decisions on whether an application met the eligibility and compliance criteria.

The Hub undertook the preliminary assessment on all applications through an open competitive grant process. Applications which underwent preliminary assessment were provided to the department's Selection Advisory Panel (panel) for deliberation.

The panel established by the department, comprised of subject matter experts who assessed applications and provided advice to inform the funding recommendations to the Financial Delegate, the Minister for Housing and Minister for Homelessness.

When reviewing applications, the panel took into consideration several factors including meeting the identified requirements outlined in the Grant Opportunity Guidelines and the available \$100 million funding envelope.

The panel's consideration of assessed applications was, based on:

- meeting the compliance requirements outlined in the guidelines
- meeting the eligibility requirements outline in the guidelines
- how well the responses met the assessment criteria
- the provision and appropriateness of the requested attachments
- Whether the project demonstrated value with relevant money, identified risks and the proposed mitigation strategies for the department and the Commonwealth.

Selection Results

There was a strong interest in the grant opportunity and applications were of a high standard. The preferred applicants demonstrated their ability to meet the grant requirements outlined in the guidelines based on the strength of their responses to the assessment criteria.

The Hub notified applicants of the outcome in writing, where their applications did not meet the requirements outlined in the guidelines.

This feedback is provided to assist grant applicants to understand what comprised a strong application and what was quality responses to the assessment criteria.

Criterion 1

Show you have the experience to deliver the project.

Applicants' response:

- demonstrated their experience delivering similar projects that were completed to appropriate standards on time and within budget.
- explained their approach to securing ongoing funding for service delivery and maintenance over the course of the designated use period.
- described their experience providing and/or facilitating services that meet the needs of the client group.

Strong applications:

- provided details of previous experience in delivering projects that are in similar nature to the applicant's project proposal meeting the objectives of the grant, including specific details of project management experience, timeline, scope of the project, design standards, budget, contingency plans to tackle unexpected problems and the outcome and examples of previous projects that were similar in scale and scope to the CTAP proposal.
- provided comprehensive details of the applicants funding model, including an explanation of past and current and ongoing funding sources, including any alternative plans in place as well as specific and realistic examples of potential future funding cycles that seem appropriate for the operational and maintenance associated with the project.

- provided detailed information on target cohort needs and the details of the relevant experience in providing the services and how they will meet the needs of the target cohort. Provided details of the relevant supporting service providers including evidence of support letters or agreements.

Criterion 2

Describe how the design and location of your project meets the needs of your clients.

Applicants' response:

- explained how the design of the accommodation protects the dignity, security, safety, and privacy of the clients that the project will support.
- showed that the project's location is appropriate given unmet demand and client needs, including access to services and amenities (for example, public transportation, health services, shops).
- described how they developed the design of their project, including any community consultation they have undertaken.

Strong applications:

- provided clear information about the physical design of the accommodation and explained how it aligned with the dignity, security, safety, and privacy of the specific clients that the project supports, showing that the applicant has a thorough understanding of its clients needs.
- explained how this project was developed, and how design choices specifically reflect feedback provided or lessons learned through community consultation, including ongoing engagement with victim-survivors.
- used a variety of data sources to demonstrate the unmet demand for this project in its location, including empirical data from AIHW, the ABS, or other statistics, academic research, the applicant's own records, accounts from service providers in the area, or other relevant sources.

Criterion 3

Demonstrate your project is able to support your clients throughout their stay.

Applicants' response:

- described how their project will provide and/or facilitate appropriate support for the clients throughout the duration of their stay.
- described how they will help the clients transition to longer term housing at the end of their stay.
- explained their process for referring clients to appropriate accommodation if they are not able to be supported by their project, including:
 - under what circumstances someone will be turned away
 - what other services they could refer clients to if necessary

If the project is a remodel of existing crisis or transitional accommodation, they also:

- provided details on how clients in the existing accommodation will be supported while remodelling takes place (noting the remodelling must result in an increase to crisis or transitional accommodation stock as per section 5.1).

Strong applications:

- explained the applicant's service delivery model in detail, including specific information on which services would be available to clients and which organisations would provide these services.
- demonstrated convincingly that the service delivery model (including both internally and externally delivered services) would be trauma-informed, culturally appropriate, accessible, client-centred, and child safe.
- linked the services available to specific identified needs of the applicant's client group and explained how these services would be delivered, for example whether they would be available on-site or externally.
- provided specific details of how long clients would be able to remain in the accommodation and showed that clients would have comprehensive support in transitioning to longer-term accommodation and would not be exited into homelessness.
- demonstrated clear guidelines around the circumstances under which someone would be turned away and showed that clients who were not able to be supported by this project would be provided with appropriate support in seeking suitable accommodation, including examples of other services providers with which the applicant has a referral relationship.
- if relevant, described clear plans to support clients in the existing accommodation while remodelling takes place including identifying alternative appropriate accommodation, and explained how the applicant's service delivery model would be adapted to ensure clients still have access to services.

Criterion 4

Explain how your capital works plan offers value for money.

In addition to providing the mandatory Project Plan and Budget template, applicants:

- explained how their capital works activities (building, purchase, and/or remodelling) provide value for money, considering:
 - the location and availability of land/real estate in the area
 - the design of the accommodation and
 - their capital works approach, including use of project managers and relationships with building contractors.

Strong applications:

- provided clear and well-developed arguments for why the project represents value for money in that location, with reference to typical prices for similar land/property nearby.
- explained why the estimated cost of the project represents excellent value for money for that type of design, noting features that increase the cost of the project and showing that the costs provided are realistic and appropriate.
- described in detail the applicant's approach to project management and its relationships with building contractors who have experience in the type of capital works relevant to the project, giving confidence that the applicant would be able to manage risks appropriately.
- provided consistent information across the criteria responses and the Capital Works Project Plan and Budget template.

Individual feedback

Individual feedback will be provided for this grant opportunity. To request individual feedback please follow the instructions as set out in the Grant Opportunity Guidelines section 9.1.