

Carers Investment Program 2023-25 Grant Program

Frequently Asked Questions 'FAQs'

February 2023

[Carers Investment Program-2023-25 Grant](#)



Department of Communities and Justice (DCJ) Grant Program Frequently Asked Questions (FAQ)

Introduction

This document contains the most asked questions and responses regarding the Carers Investment Program 2023-25 Grant round. This document has been developed to help potential applicants in completing and submitting grant applications.

This FAQ must be read together with the Carers Investment Program 2023-25 Grant Guidelines.

Grants program

Carers Investment Program 2023-25 Grant will fund two-year projects to be delivered from June 2023 to end June 2025 with funding totalling \$3.122 million.

Funded projects will have a broader systemic education approach, enabling key service providers to better identify and support carers, and reach more carers across NSW.

Training projects should consider the needs and diversity of carers and offer innovative approaches to better identify and reach hidden carers, provide them with information about how to get help, improve their economic opportunities and achieve better health and wellbeing outcomes.

FAQ topics and questions

These FAQs are for the Carers Investment Program 2023-25 Grant and are intended to accompany the Carers Investment Program 2023-25 Grant Guidelines. Questions and answers below are grouped in topics in the same order as they appear in the Guidelines.

- Overview of the grant
 - What grant funds can be used for
 - Completing the application
 - Completing the application - two stage process
 - Other requirements
 - Assessment
 - Assessment process
 - After applications close
-

Overview of the Grants

Q: Definition - Carers

A: Carers provide ongoing unpaid support to people who need help because of disability, mental illness, chronic or life-limiting illness, dementia or frail age.

Q: What is the Carers Investment Program (CIP) 2023-25 Grant?

A: Funded projects need to have a broader systemic education approach, enabling key service providers to better identify and support carers, and reach more carers across NSW.

Q: What are the aims and objectives of the Program?

A: The CIP grant will focus on training of service providers and professionals (particularly GPs, psychiatrists, hospitals, pharmacists, neurologists, allied health, dentists, teachers and principals, and government agencies that carers come into contact with), about the role of carers and how to identify them, carer rights, referral to support available, and the benefits of including carers as partners in care.

Projects should meet at least one of the four priority areas in the Carer Strategy.

- carers have better access to information, services and supports
- carers are recognised, respected and empowered
- carers have improved financial wellbeing and economic opportunities
- carers have better health and wellbeing

Q: What funding is available?

A: One off time limited funding will be available ranging from \$250,000 up to \$500,000 (excl GST) in total. DCJ may also offer successful applicants a package lower than the amount requested.

What grant funds can be used for

Q: What can we use the grant funds for?

A: Funds can only be used for expenses/activities directly associated to the project. The stage 2 application must clearly outline your proposed expenditure in the budget you submit with your application.

Q: What are we not allowed to spend grant funding on?

A: Organisations must not use the money provided for the project, nor any interest earned on the money, for any other purpose beyond what is specified in the approved project description.

Items or activities that funding cannot be used for include:

- project costs that are already the subject of another government grant, subsidy or financial assistance
- project costs incurred as part of developing an application or any costs incurred prior to signing of contact (no retrospective funding will be awarded).
- Permanent salaries/wages
(**except:** costs for temporary staff for your project or event can be included; an existing staff member to work additional hours/days to work on the project; an existing staff member assigned to the project and working the same hours as before however, their prior duties have been significantly reduced to match the time now devoted to the project. In this case, DCJ may require written evidence that these duties have changed (in the form of copies of old and new position descriptions).
- Any activity of a commercial nature that is for-profit
- Capital works including building work
- Permanent equipment purchases, for example, tablets and computers
- Business as usual costs or general operating expenses
- Programs and activities that encourage gambling such as bingo, or the consumption of alcohol

- Interstate or overseas travel costs
- The same program or activity twice. For example, two different organisations cannot apply for funds for the same program or activity.

Q: Can we apply for a project that has already started?

A: Grant funds are not available for projects already in progress at the application stage.

Q: What is subcontracting?

A: For the purposes of these grants subcontracting refers to an arrangement between your organisation and one or more other organisations/individuals to assist your organisation to provide services funded through your grant.

A subcontracting arrangement requires the eligible organisation to enter into an agreement with the subcontractor to conduct the work, but the applicant (lead) organisation will retain the contractual obligations to DCJ under the Grant Funding Agreement for delivery and accountability. For this reason, it's important you carry out the necessary due diligence before entering into such an agreement and applying for a grant on one or more subcontractors' behalf'.

For further information please refer to the DCJ [subcontracting](#) policy.

2 Stage Application process

Q: What information is required in the Expression of Interest stage of the application process?

A: To complete this stage you will need to:

- Provide a broad sketch of your idea
- Address Carers Investment Program objectives
- Outline who will participate in the project
- Detail your track record in similar projects
- Request a specific grant funding amount to deliver the project

Expressions of Interest will initially be reviewed by DCJ for general program compliance and applicant eligibility, with those found compliant and eligible then will be invited to make an Application through a closed open process.

Q: What information is required in the Stage Two of the application process? (Invitation only)

A: The application will need to provide more detail on how your project will provide a specific outcome to carers, including:

- More detail about your proposed project, particularly around the evidence supporting your idea, the proposed outcomes and how you will measure success.
- Budget – total and detailed breakdown
- Project plan – detailed plan and key milestones
- Governance arrangements for the project
- Detailed risk plan – key risks and mitigations and process for managing project risks

Eligibility and assessment criteria

Q: What kind of organisations are eligible to apply?

A: This grant program round (Stage 1 – EOI) will be open to

- government human service agencies
- Incorporated not-for-profit community organisations
- NSW local councils operating under the Local Government Act 1993
- Peak organisation representing Carers; GPs; other medical practitioners; pharmacists; etc
- other representative organisations

Must the project be delivered only in NSW?

A: All activities and Projects must be located within NSW and must be delivered in full by the stipulated end date.

Q: What are the assessment criteria (Stage 2 – Application)?

A: Eligible organisations must meet the following assessment criteria to be considered for funding:

- demonstrate value for money;
- increase reach to a broader range of carers across NSW;
- bring about real systemic change;
- address the objectives of the Carers Investment Program;
- draw support from and partner with other organisations and government agencies;
- demonstrate capacity and capability of the applicant to deliver the project.

Q: Are there any funding priorities for the grants program?

A: We encourage a focus on needs and diversity of carers and those they care for including:

- Aboriginal people
- Culturally and linguistically diverse (CALD) backgrounds
- Lesbian, gay, bisexual, transgender, intersex, queer or asexual (LGBTIQ+)
- People living with disability, frail age or dementia, chronic, life-limiting or mental illness
- Those living in rural, regional and remote areas.
- Young carers
- Working carers

Applications will be prioritised that target any of these groups. Applications may also be prioritised to ensure equitable geographic distribution across NSW to ensure and equitable spread of funds and projects.

Q: How do you draw support from and partner with other organisations and government agencies?

A: [The NSW Carers Charter](#) recognises the valuable contribution that carers make and provides guidance on issues of significance for carers. The charter was enacted as part of [The NSW Carers \(Recognition\) Act 2010](#) (the Act).

Many organisations and government agencies come into contact with and also employ people who are carers. Projects should demonstrate an understanding of what a carer is and the principles as set out in the charter for supporting carers.

Completing the application

Q: Do I have to use SmartyGrants to apply?

A: Yes, only applications submitted via the SmartyGrants platform (<https://DCJ.smartygrants.com.au/cip23-25>) will be accepted for this program. Both stages will be on the Smarty Grants Platform.

Q: Do I need a SmartyGrants account to use the platform?

A: Yes, you must have a SmartyGrants account to use the platform. You only need one account created and you can use it to apply for multiple grant programs (including this one). You can access SmartyGrants Help Guide for Applicants for more information. [SmartyGrants Help Guide for Applicants](#)

Q: Can I review the application form before starting my application?

A: Yes, when you log on to SmartyGrants and view the application you can also choose to download as a PDF to review whenever you like. You can also preview the form online. Please note that PDF copies of application forms do not show which questions are conditional, so you may see questions that do or do not apply to your organisation.

Q: Does my Application need to be completed in SmartyGrant all in one go?

A: No, you may 'save as you go' as you fill out the form.

Q: Can I provide letters of support or references to support my application?

A: No, only your application form and any documents requested and submitted through the form on SmartyGrants will be considered.

Q: Can I change my submission after I have submitted it?

A: If you have already submitted your application, but wish to make changes / amendments (prior to closing date), email SPC-GrantsHub@facns.nsw.gov.au.

Q: Is there support available to help me apply or answer questions?

A: The DCJ Grants team can assist organisations with any queries regarding the application process. Organisations can contact Grant Design and Support at SPC-GrantsHub@facns.nsw.gov.au. Please quote your Application ID in all correspondence. If you are not familiar with the SmartyGrants management system, please refer to the [SmartyGrants Help Guide for Applicants](#) or their general help page. You can also contact SmartyGrants directly if you are having technical difficulties with the application form or your SmartyGrants account/password, for contact details visit their help page.

Q: How do I know that I've successfully submitted my application in Smarty Grants?

A: You will receive an auto-generated email with your Application ID, application (PDF) and contact details for queries, upon submission of your application.

Q: Can we submit more than one application?

A: Yes, however you would need to effectively demonstrate how each project was different and how it would educate a different group of targeted providers.

Q. What is the difference between an ACCO and other organisations that serve Aboriginal and Torres Strait Islander communities?

A: Please refer to our page on Aboriginal Community-Controlled Organisations (ACCOs), which also provides information on our commitment to building the Aboriginal and Torres Strait Islander community-controlled sector.

Q. Should we include GST in our application?

A: Your funding request should exclude any GST that you will be charged by contractors or suppliers as part of the cost/delivery. If your application is successful and your organisation's ABN is registered for GST, you will be paid GST on top of the approved grant amount. If your organisation's ABN is not registered for GST or you do not have an ABN, you will only be paid the approved grant amount.

Q: Who needs to sign off on our application?

A: The Applicant Declaration must be made by two of your organisation's authorised signatories, who will also be responsible for signing the Grant Funding Agreement via DocuSign should your application be successful. More information on DCJ authorised signatories is available on the DCJ website. Please note, you must provide the contact details (email address, phone number, name and position) of the relevant authorised signatories, or their delegates, in your application form. Please contact SPC-GrantsHub@fac.s.nsw.gov.au immediately if these details change quoting you application ID.

Q: Why would we want to provide the details of a third (optional) person in our Application form to view the Grant Funding Agreement?

A: DCJ administers Grant Funding Agreements to successful organisations via DocuSign, which only allows those who receive an individualised link to access the document for viewing. Therefore, all of those who wish to either sign or view the Grant Funding Agreement must provide their contact details. You may wish to include any relevant legal or administrative staff to review a copy of the Grant Funding Agreement before it is signed. This is optional and not mandatory.

Q: Is it too late to apply?

A: Applications that are late or incorrectly filled out or incomplete will not be accepted.

Other requirements

Q: What insurance is my organisation required to maintain?

A: Your organisation:

- is required to provide a valid Certificate of Currency for Public Liability Insurance with a minimum cover of \$10 million in your organisation's name, which you will upload as part of your application
- must retain any other insurance required under Commonwealth and NSW law for the performance of its activities funded by this grant, if successful
- is responsible for ensuring it has appropriate and current insurance coverage in place to cover any liability of the grant recipient that might arise in connection with the performance of its obligations under its Grant Funding Agreement, which includes activities carried out by any other individual or organisation that you may subcontract.

Q: What is the NSW National Redress Scheme?

A: The [National Redress Scheme](#) is part of the Commonwealth Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The National Redress Scheme provides support to people who experienced institutional child sexual abuse.

The Scheme:

- Acknowledges that many children were sexually abused in Australian institutions;
- Holds institutions accountable for this abuse; and
- Helps people who have experienced institutional child sexual abuse gain access to counselling, a direct personal response, and a Redress payment.

The Scheme started on 1 July 2018 and will run for 10 years. The NSW Government will not award a grant to a non-government organisation with Redress Obligation (or to any of its Related Entities) if that non-government organisation:

- Has declined to join the Scheme, or
- At the expiry of six months after the time it is notified to join the Scheme, has failed to do so.

For further information please visit the [NSW National Redress Scheme Sanctions Policy](#) webpage.

Q: Do I need to provide banking details?

A: Yes. Bank Account details will be requested in Stage 2 of the process. It is your responsibility to provide the correct banking details, including the authorised signature to verify your bank details, in your application form. Funds transferred to an incorrect bank account may not be recoverable. This applies even if you have provided your banking details to DCJ in the past or are currently receiving other payments from DCJ.

Q: Why should I keep my contact details up to date?

A: our application, Grant Funding Agreement and acquittal for the grants will be managed using the SmartyGrants online grants administration system and DocuSign. We will contact you and your organisation's authorised signatories using the details provided in your application on SmartyGrants.

It is the responsibility of the grant recipient to keep DCJ up to date with any change in contact information, including the contact details of authorised signatories. DCJ is not responsible for any consequences should your grant offer be withdrawn due to out-of-date contact details in SmartyGrants. Please email SPC-GrantsHub@facfs.nsw.gov.au to update contact details.

Completing the application - two stage process

Q: We completed an eligibility application/expression of interest and received an invitation to apply, what now? How do we apply?

A: In your invitation email you will find a private link to your application form on SmartyGrants. Each eligible applicant has their own individual link. You can log in to SmartyGrants using the same username and password that you used for your Eligibility Application (if you have forgotten either there is a link on SmartyGrants to recover these details). You are not required to complete your application in one sitting and can save and return at a later date to complete and submit. Once your application has been submitted you will receive an automated response from SmartyGrants. If you have not received this email, your application has not been successfully submitted, or the confirmation email has ended up in your junk mailbox.

You can also log in to the online system and click 'My Submissions' to view all submitted and unsubmitted applications. Submitted applications are identified by a green tick. Carefully check your application prior to submitting. If you realise that you have made an error once you have submitted your application please contact SPC-GrantsHub@facets.nsw.gov.au for assistance before the closing date. Applications that are late or incorrectly filled out or incomplete will not be accepted'.

Assessment process

Q: What is the assessment process?

A: Application will be considered in 2 stages

1. DCJ eligibility team conducts a review to ensure eligibility the eligibility criteria listed above and general compliance with guidelines. Eligible applications will be invited to apply for stage two.
2. DCJ assessment team will assess each invited application against the assessment criteria listed above and an assessment panel will make recommendations for the final decision maker.

After applications close

Q: What happens when you receive my application?

A: Applicants will be formally notified in June 2023 if their application has been successful or unsuccessful. Applicants must ensure their contact details on SmartyGrants remain up to date.

Q: Will the information in my application be kept confidential?

A: Information received in applications and in respect of applications is treated as confidential, and all assessors will sign a confidentiality agreement before reviewing your application. However, documents in the possession of the government are subject to the provisions of the *Government Information (Public Access) Act 2009*. If you are successful, the NSW Government may share or publicise information on your program. An agreement that this may occur will form part of your Grants Funding Agreement].

Q: If I'm successful, what happens then?

A: You will be notified via email in June 2023 and shortly after a Grants Funding Agreement will be sent via DocuSign to the authorised signatories, and any additional reviewers, as provided in your application form. Successful applicants are required to return the signed Funding Agreement within seven days of receipt.

Grant Funding Agreements can only be signed by authorised officers of your organisation. This may be a member of the executive/committee as deemed under the Articles of Association or Constitution if you

are a not-for-profit organisation. Please refer to [DCJ authorised signatories](#) and delegation for further information.

Please note, you must provide the contact details (email address, phone number, name and position) of the relevant authorised signatories, or their delegates, in your application form. Please contact SPC-GrantsHub@facfs.nsw.gov.au immediately if these details change.

It is your responsibility to ensure staff availability to complete and sign documents, to carefully read the terms and conditions of the Grant Funding Agreement, and to sign the Grant Funding Agreement using the correct authorised signatories. Once we receive your signed Funding Agreement via DocuSign, your Grant Funding Agreement will be countersigned and sent to you by email.

Q: What happens if situations change and we wish to change the details of our program after we receive funding?

A: Any variations to the approved purposes outlined in your original application form on SmartyGrants must be formally requested and approved in writing before any related work takes place, as your application form will form part of your legally binding Grant Funding Agreement with DCJ. Failure to do so may result in you being required to return the grant monies in full. To discuss a variation, please contact the Carers team by email at CARERSTR@facfs.nsw.gov.au

Q: What reporting will be required?

A: You will be required to complete

- a mid-term progress report in mid-2024 on activities/milestones and progress towards overall outcomes, including a summary of overall progress; status of project risks and how you are mitigating those risks.
- a Final Evaluation and Outcomes Report and Project in SmartyGrants within four weeks following project completion 28 July 2025.
- All reporting forms will be provided ahead of time and must be completed using SmartyGrants.
- 6 monthly phone catch-ups may be conducted, and under your Grant Funding Agreement you will be required to respond to any other reasonable request for information on your project status and progress.
- Please note that any photographs or videos containing images of participants and/or staff submitted in the Final Completion Report must be accompanied by a signed DCJ still and moving images consent form.
- It is a program requirement that all financial records related to grant expenditure and acquittal should be retained by the committee of the organisation for seven years. If the committee changes, these documents must be forwarded to the new incoming committee.

Q: What acquittals requirements?

A: Successful applicants will be required to submit a simple financial acquittal using SmartyGrants within four weeks following project completion 28 July 2025.

The acquittal will include an expenditure breakdown on:

- Staffing costs
- Reimbursement
- Minor equipment and assets
- Operational costs
- Minor expenses for individuals

An officeholder in your organisation will be required to certify that the grant funds have been expended as per your financial acquittal.

Q: Why was my application not successful?

A: If your application is not successful, it does not mean your application is without merit. Funding is limited and not all applications are successful. Due to the high volume, DCJ is unable to provide individual feedback on each unsuccessful application.

Please note that all funding decisions are final, and you may not appeal the decision in relation to your application. Please ensure all details in your Expression of Interest and Application are correct at the time of submission.

Department of Communities and Justice

6 Parramatta Square
10 Darcy Street
Parramatta NSW 2150

Locked Bag 5000
Parramatta NSW 2124

Office hours:
Monday to Friday
9.00am – 5.00pm

E: SPC-GrantsHub@fac.s.nsw.gov.au

E: CARERSTR@fac.s.nsw.gov.au