



Australian Government

Department of Industry,
Innovation and Science

Department of Infrastructure,
Transport, Cities and
Regional Development

Business

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13 28 46

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Grant Opportunity Guidelines

Regional Airports Program Round 1 grant opportunity

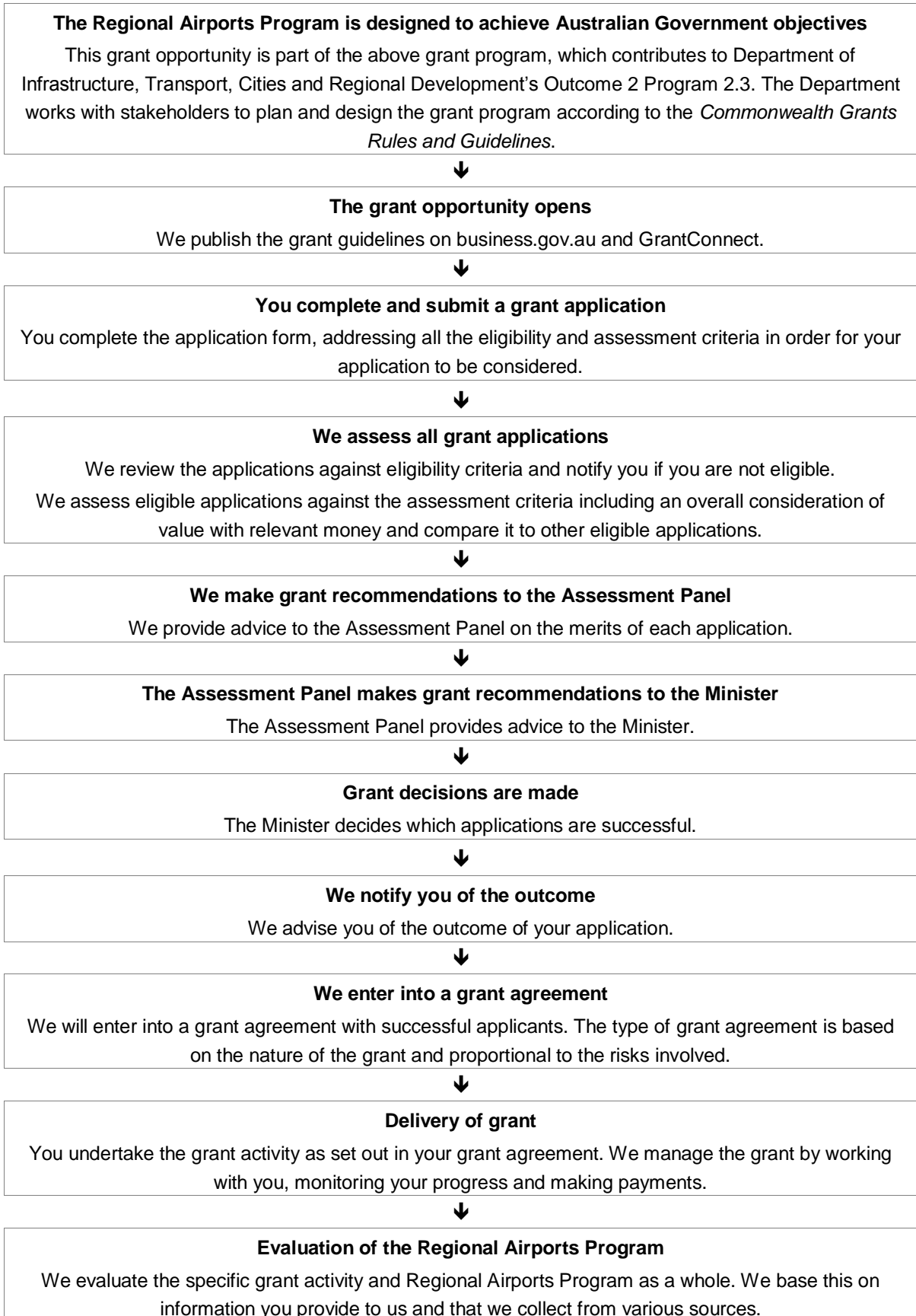
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Administering entity	Department of Industry, Innovation and Science
Enquiries:	If you have any questions, contact us on 13 28 46
Date guidelines released:	11 October 2019
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Contents

1. Regional Airports Program Round 1 grant opportunity: processes	4
2. About the Regional Airports Program	5
2.1. About the Regional Airports Program – Round 1 grant opportunity.....	5
3. Grant amount and grant period.....	5
3.1. Grants available	6
3.2. Project period.....	6
4. Eligibility criteria.....	6
4.1. Who is eligible?	6
4.2. Additional eligibility requirements.....	7
4.3. Who is not eligible?	7
5. What the grant money can be used for.....	7
5.1. Eligible activities.....	7
5.2. Eligible expenditure	8
5.3. What you cannot use the grant for	8
6. The assessment criteria	9
6.1. Assessment criterion 1	9
6.2. Assessment criterion 2	9
6.3. Assessment criterion 3	9
7. How to apply	9
7.1. Attachments to the application.....	10
7.2. Joint applications.....	10
7.3. Timing of grant opportunity	11
8. The grant selection process.....	11
8.1. Who will approve grants?	12
9. Notification of application outcomes.....	12
10. Successful grant applications.....	12
10.1. Grant agreement	12
10.2. Simple grant agreement	13
10.3. Project/Activity specific legislation, policies and industry standards	13
10.4. How we pay the grant.....	13
10.5. Tax obligations	13
11. Announcement of grants.....	13
12. How we monitor your project	14
12.1. Keeping us informed.....	14
12.2. Reporting	14
12.2.1. Progress reports	14
12.2.2. End of project report.....	15
12.2.3. Ad-hoc report.....	15

12.3.	Independent audits.....	15
12.4.	Compliance visits	15
12.5.	Grant agreement variations	15
12.6.	Evaluation	16
12.7.	Grant acknowledgement.....	16
13.	Probity.....	16
13.1.	Conflicts of interest.....	16
13.2.	How we use your information.....	17
13.2.1.	How we handle your confidential information.....	17
13.2.2.	When we may disclose confidential information.....	17
13.2.3.	How we use your personal information.....	18
13.2.4.	Freedom of information	18
13.3.	Enquiries and feedback.....	18
Appendix A.	Glossary.....	20

1. Regional Airports Program Round 1 grant opportunity: processes



2. About the Regional Airports Program

The Regional Airports Program (the program) will run over four years from 2019-20 to 2022-23. The program was announced as part of the 2019-20 Budget.

The objective of the program is to improve the safety and accessibility of airports or aerodromes in regional areas of Australia by assisting airport or aerodrome owners/operators to undertake essential works, promoting aviation safety and access for regional communities.

The intended outcome of the program is to support critical air infrastructure that provides a significant benefit to local communities and the region. The benefits will include:

- improving the safety of aircraft, operators and passengers using regional airports or aerodromes
- facilitating improved delivery of essential goods and services such as food supplies, health care and passenger air services
- improving the connectivity of Australia's regions to domestic and global market opportunities
- meeting the operational requirements of aeromedical and other emergency services in the region.

There will be other grant opportunities as part of this program and we will publish the opening and closing dates and any other relevant information on business.gov.au and GrantConnect.

We administer the program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#)¹.

2.1. About the Regional Airports Program – Round 1 grant opportunity

These guidelines contain information for the Regional Airports Program – Round 1 grants.

This document sets out:

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

The Department of Industry, Innovation and Science (the department/we) is responsible for administering this grant opportunity on behalf of the Department of Infrastructure, Transport, Cities and Regional Development.

We have defined key terms used in these guidelines in the glossary at Appendix A.

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

3. Grant amount and grant period

The Australian Government has announced a total of \$100 million over four years from 2019-20 to 2022-23 for the program. For this grant round, \$45 million is available over two financial years from 2019-20 to 2020-21.

¹ <https://www.finance.gov.au/sites/default/files/commonwealth-grants-rules-and-guidelines.pdf>

3.1. Grants available

The grant amount will be up to 50 per cent of eligible project costs (grant percentage), unless:

- where the applicant (you) and a third party (could include State, Territory or local government or other non-government funding) are both contributing to eligible project costs, the grant amount will be up to 33.3 per cent of eligible project costs
- The minimum grant amount is \$20,000
- The maximum grant amount is \$5 million.

We expect that most grants will be between \$20,000 and \$3 million, depending on the scope and complexity of the project.

You can fund your share of eligible project costs from other sources including State, Territory or local government grants. Your contribution can be either cash or in-kind. Where you provide in-kind contributions, you must calculate the equivalent dollar value. In-kind labour should be estimated at \$39/hour. Provision of goods is to be calculated at the retail or market price that the goods would have been purchased for.

We cannot fund your project if it receives funding from another Commonwealth government grant. You can apply for a grant for your project under more than one Commonwealth program, but if your application is successful, you must choose either the Regional Airports Program grant or the other Commonwealth grant.

We recognise that some organisations may want to join together as a group to deliver a project, for joint applications refer to 7.1.

3.2. Project period

The maximum project period is two years.

You must complete your project by 30 June 2022.

4. Eligibility criteria

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

4.1. Who is eligible?

To be eligible you must:

- have an Australian Business Number (ABN)
- be an owner and/or operator of an existing aerodrome or airport in a regional area in Australia.

and be one of the following entities:

- an entity incorporated in Australia (including incorporated trustees on behalf of a trust)
- an Australian local government agency or body as defined in appendix A
- an Australian State or Territory Government agency or body
- a corporate Commonwealth entity
- an Aboriginal and Torres Strait Islander Corporation registered under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (Cth).

State agencies or other eligible entities may apply on behalf of aerodrome owners/operators. In such cases, the state agency or other eligible entity will be the lead applicant in a joint application and will be wholly responsible for the project, including administering, reporting and acquitting all project expenditure. Only the lead organisation can submit the application form and enter into a

grant agreement with the Commonwealth. For further information on joint applications, refer to section 7.1.

4.2. Additional eligibility requirements

We can only accept applications where:

- the location of your aerodrome is identified as Inner Regional or Outer Regional as defined by the [2016 Australian Statistical Geographic Standard \(ASGS\) Remoteness Area](#)
- the aerodrome or airport's passenger throughput is below 250,000 passengers (from all flight types) per year (You must provide evidence to substantiate this with your application)
- you provide evidence from your board or Council (or chief executive officer or equivalent if there is no board) that the project is supported by the applicant organisation, and that the organisation is willing to accept responsibility to complete the project and meet the costs of the project not covered by grant funding.

We cannot waive the eligibility criteria under any circumstances.

4.3. Who is not eligible?

You are not eligible to apply if you are:

- an individual
- a partnership
- the owner/operator of a federally-leased airport
- any organisation not included in section 4.1
- a trust (however, an incorporated trustee may apply on behalf of a trust)
- a non-corporate Commonwealth entity.

5. What the grant money can be used for

5.1. Eligible activities

To be eligible your project must include eligible activities and eligible expenditure.

Eligible activities must directly relate to the project and can include:

- works to improve all weather capability of the aerodrome and aircraft safety including:
 - sealing and/or re-sealing and/or re-sheeting of aircraft pavements
 - extending or strengthening a runway, taxiway parking bays and/or related areas
 - repair, restoration and/or reconstruction of the airstrip, taxiway and/or apron, and
 - airside drainage works.
- works to enhance aerodrome safety for aircraft operations including:
 - installation or restoration of animal fencing
 - provision of navigational aids and safety equipment
 - works to reduce safety hazards at an aerodrome, and
 - provision of safety related operational and/or training manuals and training for key operational personnel.
- works to better enable night time operations including:
 - installation of runway and taxiway lighting
 - provision of power for aerodrome lighting, and
 - installation of Pilot Activated Lighting Control systems.

We may also approve other activities.

5.2. Eligible expenditure

You can only spend grant funds on eligible expenditure you have incurred on an agreed project as defined in your grant agreement.

Eligible expenditure items are:

- costs associated with contractors who undertake project activities
- the portion of employee costs directly related to undertaking core elements of the project
- aviation-safety related staff training costs
- capital expenditure for the purchase of assets including power provisions, lighting and control systems, markers and navigational aids, training materials
- materials for re-sealing and sheeting, repair, restoration and reconstruction of runway and associated surfaces
- drainage works
- the cost of an independent audit of project expenditure (where we request one) up to a maximum of 1 per cent of total eligible project expenditure.

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

To be eligible, expenditure must:

- be a direct cost of the project
- be incurred by you for required project audit activities.

You must incur the project expenditure between the project start and end date for it to be eligible unless stated otherwise.

You may start your project from the date we notify you that your application is successful. We are not responsible for any expenditure you incur until a grant agreement is executed.

5.3. What you cannot use the grant for

Expenditure items that are not eligible are:

- costs that cannot be directly linked to improving the safety and accessibility of your aerodrome
- payment of salaries for existing staff or contractors not directly employed on core elements of the project
- aerodrome landside infrastructure costs such as works on terminals, hangars, commercial developments and aerodrome buildings
- security screening equipment, staff or buildings
- purchase of motor vehicles, heavy plant and equipment
- project planning, design, research or feasibility costs
- costs associated with the introduction or expansion of commercial air services to the aerodrome
- contingency costs
- safety related staff training costs not directly related to aviation safety

- routine operational expenses, including communications, accommodation, office computing facilities, printing and stationery, postage, legal and accounting fees and bank charges, and
- ongoing routine maintenance activities such as slashing and mowing.

6. The assessment criteria

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

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

We will only award funding to applications that score highly (at least 50%) against all assessment criteria, as these represent best value for money.

6.1. Assessment criterion 1

Demonstrated need for your project (50 points)

You should demonstrate this through:

- a. the extent of need to improve general access, all weather access and/or safety of the airstrip to facilitate delivery of essential services to the community
- b. the extent to which upgrades are required to support the operation of the Royal Flying Doctor Service (RFDS) or operators providing similar aero-medical services to the community
- c. the extent to which the project cannot proceed without grant funding.

6.2. Assessment criterion 2

Capacity, capability and resources to deliver the project (30 points)

You should demonstrate this through:

- a. your track record managing similar projects
- b. your plan to manage the project including addressing scope, implementation plan, procurement and works, timeframes, budget and risk management (including work health and safety)
- c. your strategy to maintain the project outcomes beyond the term of the grant funding.

6.3. Assessment criterion 3

Impact/benefit of grant funding on your project (20 points)

You should demonstrate this through:

- a. the benefits to be provided to the communities serviced by the aerodrome (including what services the community relies upon the aerodrome for)
- b. total investment the grant will leverage (including the level of State/Territory Government co-funding and/or the contribution to other Commonwealth Government programs).

7. How to apply

Before applying, you should read and understand these guidelines, and the [sample grant agreement](#) published on business.gov.au and GrantConnect.

To apply, you must:

- complete the online [online application form](#) via business.gov.au
- provide all the information requested
- address all eligibility and assessment criteria
- include all necessary attachments.

You will receive confirmation when you submit your application. You should retain a copy of your application for your own records.

You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code 1995* (Cth). If we consider that you have provided false or misleading information we may not progress your application. If you find an error in your application after submitting it, you should call us immediately on 13 28 46.

If we find an error or information that is missing, we may ask for clarification or additional information from you that will not change the nature of your application. However, we can refuse to accept any additional information from you that would change your submission after the application closing time.

If you need further guidance around the application process, or if you are unable to submit an application online, [contact us](#) at business.gov.au or by calling 13 28 46.

7.1. Attachments to the application

Provide the following documents with your application:

- evidence of support from the Council, board, CEO or equivalent that the project is supported and that your organisation is willing to accept responsibility to complete the project and meet costs of the project not covered by grant funding including a declaration (template provided on business.gov.au and GrantConnect)
- trust deed (where applicable)
- evidence to confirm your aerodrome or airport's passenger throughput is below 250,000 passengers (from all flight types) per year
- a project plan to support your claims against assessment criterion 2

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents. We will not consider information in attachments that we do not request.

7.2. Joint applications

We recognise that some organisations may want to join together as a group to deliver a project. In these circumstances, you must appoint a lead organisation. Only the lead organisation can submit the application form and enter into the grant agreement with the Commonwealth. The application should identify all other members of the proposed group and include a letter of support from each of the project partners. Each letter of support should include:

- details of the project partner
- an overview of how the project partner will work with the lead organisation and any other project partners in the group to successfully complete the project
- an outline of the relevant experience and/or expertise the project partner will bring to the group
- the roles/responsibilities the project partner will undertake, and the resources it will contribute (if any)

- details of a nominated management level contact officer.

You must have a formal arrangement in place with all parties prior to execution of the grant agreement.

7.3. Timing of grant opportunity

You can only submit an application between the published opening and closing dates. We cannot accept late applications, except where the project is urgent due to emergency circumstances. To apply under these circumstances contact us at 13 28 46 or at business.gov.au. Consideration of out of round applications is at the Assessment Panel's discretion, taking into account your justification for the urgency of the project.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	8 weeks
Approval of outcomes of selection process	4 weeks
Negotiations and award of grant agreements	1-3 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	the date we notify you that your application has been successful (We are not responsible for any expenditure you incur until a grant agreement is executed).
End date of grant commitment	two years from project start date and no later than 30 June 2022

8. The grant selection process

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

We consider your application on its merits, based on:

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

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

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

We refer your application to the assessment panel, an independent committee of experts comprising of representatives from the Department of Infrastructure, Transport, Cities and Regional Development; the Airports Association of Australia; and the Royal Flying Doctor Service. The Assessment Panel will also consider out of round applications where the project is urgent due to emergency circumstances. Where the assessment panel agrees your project is urgent and

warrants out of round assessment, it will assess your application against the eligibility and assessment criteria within these guidelines.

In consultation with the Department of Infrastructure, Transport, Cities and Regional Development, we may assign a technical expert to develop or analyse the work program submitted by an applicant, including compliance with any relevant Civil Aviation and Safety Authority (CASA) standards and costings.

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

If the selection process identifies unintentional errors in your application, we may contact you to correct or clarify the errors, but you cannot make any material alteration or addition.

8.1. Who will approve grants?

The Minister decides which grants to approve taking into account the recommendations of the assessment panel and the availability of grant funds.

The Minister's decision is final in all matters, including:

- the grant approval
- the grant funding to be awarded
- any conditions attached to the offer of grant funding.

We cannot review decisions about the merits of your application. The Minister will not approve funding if there are insufficient program funds available across relevant financial years for the program.

9. Notification of application outcomes

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

If you are unsuccessful, we will give you an opportunity to discuss the outcome with us. You can submit a new application for the same (or similar) project in any future funding rounds. You should include new or more information to address the weaknesses that prevented your previous application from being successful. If a new application is substantially the same as a previous ineligible or unsuccessful application, we may refuse to consider it for assessment.

10. Successful grant applications

10.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. The grant agreement has general terms and conditions that cannot be changed. A [sample grant agreement](#) is available on [business.gov.au](#) and GrantConnect.

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

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

If you enter an agreement under the Regional Airports Program, you cannot receive other grants for this project from other Commonwealth granting programs.

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

10.2. Simple grant agreement

We will use a simple grant agreement.

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

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application. We will review any required changes to these details to ensure they do not impact the project as approved by the Minister.

10.3. Project/Activity specific legislation, policies and industry standards

You must comply with all relevant laws and regulations in undertaking your project. You must also comply with the specific legislation/policies/industry standards that follow. It is a condition of the grant funding that you meet these requirements. We will include these requirements in your grant agreement.

In particular, you will be required to comply with:

- State/Territory legislation in relation to working with children.

10.4. How we pay the grant

The grant agreement will state the:

- maximum grant amount we will pay
- proportion of eligible expenditure covered by the grant (grant percentage)
- any in-kind contributions you will make
- any financial contribution provided by you or a third party.

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

10.5. Tax obligations

If you are registered for the Goods and Services Tax (GST), where applicable we will add GST to your grant payment and provide you with a recipient created tax invoice. You are required to notify us if your GST registration status changes during the project period. GST does not apply to grant payments to government related entities².

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the [Australian Taxation Office](#). We do not provide advice on tax.

11. Announcement of grants

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the *Commonwealth Grants Rules and Guidelines* unless otherwise prohibited by law. We may also publish this information on business.gov.au. This information may include:

² See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au

- name of your organisation
- title of the project
- description of the project and its aims
- amount of grant funding awarded
- Australian Business Number
- business location
- your organisation's industry sector.

12. How we monitor your project

12.1. Keeping us informed

You should let us know if anything is likely to affect your project or organisation.

We need to know of any key changes to your organisation or its business activities, particularly if they affect your ability to complete your project, carry on business and pay debts due.

You must also inform us of any changes to your:

- name
- addresses
- nominated contact details
- bank account details.

If you become aware of a breach of terms and conditions under the grant agreement, you must contact us immediately.

You must notify us of events relating to your project and provide an opportunity for the Minister or their representative to attend.

12.2. Reporting

You must submit reports in line with the grant agreement. We will provide the requirements for these reports as appendices in the grant agreement. We will remind you of your reporting obligations before a report is due. We will expect you to report on:

- progress against agreed project milestones
- project expenditure, including expenditure of grant funds
- contributions of participants directly related to the project.

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

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

12.2.1. Progress reports

Progress reports must:

- include details of your progress towards completion of agreed project activities
- show the total eligible expenditure incurred to date
- include evidence of expenditure

- be submitted by the report due date (you can submit reports ahead of time if you have completed relevant project activities).

We will only make grant payments when we receive satisfactory progress reports.

You must discuss any project or milestone reporting delays with us as soon as you become aware of them.

12.2.2. End of project report

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

End of project reports must:

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

12.2.3. Ad-hoc report

We may ask you for ad-hoc reports on your project. This may be to provide an update on progress, or any significant delays or difficulties in completing the project.

12.3. Independent audits

We may ask you to provide an independent audit report. An audit report will verify that you spent the grant in accordance with the grant agreement. The audit report requires you to prepare a statement of grant income and expenditure. The report template is available on business.gov.au and GrantConnect.

12.4. Compliance visits

We may visit you during the project period, or at the completion of your project to review your compliance with the grant agreement. We may also inspect the records you are required to keep under the grant agreement. We will provide you with reasonable notice of any compliance visit.

12.5. Grant agreement variations

We recognise that unexpected events may affect project progress. In these circumstances, you can request a variation to your grant agreement, including:

- changing project milestones
- extending the timeframe for completing the project but within the maximum time period allowed in program guidelines
- changing project activities
- increasing grant funds.

If you want to propose changes to the grant agreement, you must put them in writing before the project grant agreement end date. We can provide you with a variation request template.

If a delay in the project causes milestone achievement and payment dates to move to a different financial year, you will need a variation to the grant agreement. We can only move funds between financial years if there is enough program funding in the relevant year to allow for the revised payment schedule. If we cannot move the funds, you may lose some grant funding.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the project outcome
- consistency with the program policy objective, grant opportunity guidelines and any relevant policies of the department
- changes to the timing of grant payments
- availability of program funds.

12.6. Evaluation

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

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

12.7. Grant acknowledgement

If you make a public statement about a project funded under the program, including in a brochure or publication, you must acknowledge the grant by using the following:

‘This project received grant funding from the Australian Government.’

If you erect signage in relation to the project, the signage must contain an acknowledgement of the grant.

13. Probity

We will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

13.1. Conflicts of interest

Any conflicts of interest could affect the performance of the grant opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if our staff, any member of a committee or advisor and/or you or any of your personnel:

- has a professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer or member of an external panel
- has a relationship with or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently or
- has a relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives a grant under the grant program/ grant opportunity.

As part of your application, we will ask you to declare any perceived or existing conflicts of interests or confirm that, to the best of your knowledge, there is no conflict of interest.

If you later identify an actual, apparent, or perceived conflict of interest, you must inform us in writing immediately.

Conflicts of interest for Australian Government staff are handled as set out in the Australian [Public Service Code of Conduct \(Section 13\(7\)\)](#)³ of the [Public Service Act 1999 \(Cth\)](#)⁴. Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the department's [website](#)⁵.

13.2. How we use your information

Unless the information you provide to us is:

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

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

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

13.2.1. How we handle your confidential information

We will treat the information you give us as sensitive and therefore confidential if it meets all of the following conditions:

- you clearly identify the information as confidential and explain why we should treat it as confidential
- the information is commercially sensitive
- disclosing the information would cause unreasonable harm to you or someone else
- you provide the information with an understanding that it will stay confidential.

13.2.2. When we may disclose confidential information

We may disclose confidential information:

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

We may also disclose confidential information if

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

³ https://www.legislation.gov.au/Details/C2017C00270/Html/Text#_Toc491767030

⁴ <https://www.legislation.gov.au/Details/C2017C00270>

⁵ <https://www.industry.gov.au/sites/g/files/net3906/f/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf>

13.2.3. How we use your personal information

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

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

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

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

We, or the Minister, may:

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

You may read our [Privacy Policy](#)⁶ on the department's website for more information on:

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

13.2.4. Freedom of information

All documents in the possession of the Australian Government, including those about the program, are subject to the *Freedom of Information Act 1982* (Cth) (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

If someone requests a document under the FOI Act, we will release it (though we may need to consult with you and/or other parties first) unless it meets one of the exemptions set out in the FOI Act.

13.3. Enquiries and feedback

For further information or clarification, you can contact us on 13 28 46 or by [web chat](#) or through our [online enquiry form](#) on business.gov.au.

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

Our [Customer Service Charter](#) is available at business.gov.au. We use customer satisfaction surveys to improve our business operations and service.

If you have a complaint, call us on 13 28 46. We will refer your complaint to the appropriate manager.

If you are not satisfied with the way we handle your complaint, you can contact:

⁶ <https://www.industry.gov.au/data-and-publications/privacy-policy>

Head of Division
AusIndustry – Support for Business
Department of Industry, Innovation and Science
GPO Box 2013
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman⁷](#) with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁷ <http://www.ombudsman.gov.au/>

Appendix A. Glossary

Term	Definition
Aerodrome	A defined area of land used for the arrival, departure and surface movement of aircraft, including taxi ways, aprons and parking positions.
Airport	a complex of runways and buildings for the take-off, landing, and maintenance of civil aircraft, with facilities for passengers.
Application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.
AusIndustry	The division of the same name within the department.
Department	The Department of Industry, Innovation and Science.
Assessment panel	A panel made up of members of the Department of Infrastructure, Transport, Cities and Regional Development; the Airports Association of Australia; and the Royal Flying Doctor Service. The panel assesses eligible applications and makes recommendations to the Minister for funding under the program.
Eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 5.1.
Eligible application	An application or proposal for grant funding under the program that the Program Delegate has determined is eligible for assessment in accordance with these guidelines.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.2.
Grant agreement	A legally binding contract between the Commonwealth and a grantee for the grant funding
Grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
GrantConnect	The Australian Government's whole-of-government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs
Grantee	The recipient of grant funding under a grant agreement.
Guidelines	Guidelines that the Minister gives to the department to provide the framework for the administration of the program, as in force from time to time.
Local government agency or body	A local governing body as defined in the <i>Local Government (Financial Assistance) Act 1995</i> (Cth).

Term	Definition
Minister	The Commonwealth Minister for Infrastructure, Transport, Cities and Regional Development.
Personal information	<p data-bbox="675 353 1337 427">Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:</p> <p data-bbox="719 450 1374 524">Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> <li data-bbox="719 539 1342 613">a. whether the information or opinion is true or not; and <li data-bbox="719 613 1374 687">b. whether the information or opinion is recorded in a material form or not.
Program Delegate	An AusIndustry general manager or manager within the department with responsibility for the program.
Program funding or Program funds	The funding made available by the Commonwealth for the program.
Project	A project described in an application for grant funding under the program.
RFDS	Royal Flying Doctor Service