



Australian Government

Department of Industry, Science and Resources

**Department of Climate Change, Energy,
the Environment and Water**

Grant Opportunity Guidelines

Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2

Opening date:	30 January 2023
Closing date and time:	5:00pm Australian Eastern Daylight Time on 24 February 2023 Please take account of time zone differences when submitting your application.
Commonwealth policy entity:	Department of Climate Change, Energy, the Environment and Water
Administering entity:	Department of Industry, Science and Resources (DISR)
Enquiries:	If you have any questions, contact us on 13 28 46.
Date guidelines released:	16 December 2022, updated 26 May 2023
Type of grant opportunity:	Closed non-competitive

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1. Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2: processes

The Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2 program is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program which contributes to the Department of Climate Change, Energy, the Environment and Water's Outcome 1.3: Supporting reliable, secure and affordable energy. The Department of Climate Change, Energy, the Environment and Water works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines](#).



The grant opportunity opens

We publish the grant guidelines on business.gov.au and GrantConnect.



You complete and submit a grant application

You complete the application form, addressing all the eligibility and assessment criteria in order for your application to be considered.



We assess all grant applications

We review applications against eligibility and assessment criteria including an overall consideration of value with relevant money.



We make grant recommendations

We provide advice to the decision maker on the merits of each application.



Grant decisions are made

The decision maker decides which applications are successful.



We notify you of the outcome

We advise you of the outcome of your application.



We enter into a grant agreement

We will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature of the grant and proportional to the risks involved.



Delivery of grant

You progress the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



Evaluation of the Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2

DCCEEW will evaluate the specific grant activity and Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2 as a whole. We base this on information you provide to us and that we collect from various sources.

1.1 Introduction

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, Science and Resources (the department/we) is responsible for administering this grant opportunity on behalf of the Department of Climate Change, Energy, the Environment and Water.

We have defined key terms used in these guidelines in the glossary at section 14.

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

2. About Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2

The Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2 (the grant opportunity) will run over 4 years from 2022-23 to 2025-26. The grant opportunity will deliver community batteries to support lower electricity bills and emissions, support storage of excess solar energy, and reduce pressure on the grid.

This program complements the Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 1 grant opportunity and a third competitive grant program that will be commenced by the Australian Renewable Energy Agency in 2023. Together the three grant opportunities will deliver on the Australian Government's commitment to deliver 400 community batteries across Australia.

The objective of the grant opportunity is to install, connect and operate community batteries in the eligible locations listed at Appendix A. The grant opportunity delivers on the Government's commitment to deliver community batteries at two locations selected by the Government. Only one community battery can be installed in each location and the Government has identified preferred proponents to deliver these two community batteries.

The intended outcomes of the program are:

- put downward pressure on household electricity costs
- contribute towards lowering emissions
- provide a net benefit to the electricity network, having regard to matters such as network constraints
- store solar energy for later use or sharing, and support further solar installations
- allow households that cannot install solar panels to enjoy the benefits of renewable energy through shared community storage.

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

¹ <https://www.finance.gov.au/government/commonwealth-grants/commonwealth-grants-rules-guidelines>

3. Grant amount and grant period

For this grant opportunity up to \$1 million is available over 4 years.

3.1. Grants available

The grant amount will be:

- \$1000 per kilowatt hour (kWh) of battery storage capacity, and
- up to 100 per cent of eligible project expenditure.

The minimum grant amount is \$100,000.

The maximum grant amount is \$500,000 per eligible location listed in Appendix A.

You are responsible for any remaining eligible and all ineligible project costs.

Other funding can come from any source including Commonwealth, State, Territory and Local Government grants. Funding from these sources must not be used for the same items of eligible expenditure funded by this grant program.

3.2. Project period

The maximum project period is 21 months.

You must complete your project by 31 March 2025.

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 organisation listed in Appendix A.

Joint applications are acceptable, provided the eligible organisation in Appendix A is the main driver of the project. For further information on joint applications, refer to section 7.2.

4.2. Additional eligibility requirements

For all applicants, we can only accept applications where you:

- declare that you have obtained, or can obtain access to a site for the community battery and associated equipment to be installed
- declare that the community battery is intended to continue to be operated in pursuit of the intended outcomes of the program for the operational life of the battery
- declare that you will deliver your project in accordance with relevant legislation including electrical safety legislation, policies, management arrangements and industry standards
- provide all mandatory attachments.

In addition, we can only accept applications where you:

- provide written evidence that you have conditional or in-principle agreement of the relevant DNSP that a suitable network connection point can be identified or provided in your location.

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 organisation not listed in Appendix A
- an organisation, or your project partner is an organisation, included on the National Redress Scheme's website on the list of 'Institutions that have not joined or signified their intent to join the Scheme' (www.nationalredress.gov.au)
- an employer of 100 or more employees that has not complied with the *Workplace Gender Equality Act 2012* (Cth).

5. What the grant money can be used for

5.1. Eligible activities

To be eligible your project must:

- commission and install a community battery (as defined in section 14)
- have at least \$100,000 in eligible expenditure.

Eligible activities may include:

- purchase of community battery equipment including a battery energy storage system/s and essential components
- installation and connection of community battery including earthworks, construction and installation of essential ancillary structures and services by licensed tradespeople
- purchase and/or development of information technology systems essential for the operation of the community battery
- measures to address electrical safety, and to prevent and manage fire.

We may also approve other activities.

5.2. Eligible locations

You must deliver your project in the eligible location for your organisation listed in Appendix A.

5.3. 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:

- purchase of community battery equipment
- site preparation and survey
- installation costs
- construction costs
- connection fees or charges
- 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.

We may update the guidance on eligible and ineligible expenditure from time to time. If your application is successful, the version in place when you submitted your application applies to your project.

If your application is successful, we may ask you to verify project costs that you provided in your application. You may need to provide evidence such as quotes for major costs.

Not all expenditure on your project may be eligible for grant funding. The Program Delegate (who is a manager within the department with responsibility for administering the grant opportunity) 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 elect to commence 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. The Commonwealth will not be liable, and should not be held out as being liable, for any activities undertaken before the grant agreement is executed.

5.4. What you cannot use the grant for

Expenditure items that are not eligible are:

- costs associated with business as usual, including existing staff salaries
- land acquisition and related expenses
- operational costs of running the community battery
- costs for maintaining the community battery
- expenditure on other projects.

6. Assessment Criteria

You must address all assessment criteria in your application. All assessment criteria are of equal weighting.

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 character limits for each response.

We will only consider funding applications that score at least 60 per cent against each assessment criterion, as these represent best value for money.

6.1. Assessment criterion 1

Project alignment with the policy intent (program objectives/outcomes) (50 points)

You must show this by demonstrating:

- a. how your project will deliver on the program outcomes including:
 - put downward pressure on household electricity costs
 - contribute towards lowering emissions
 - provide a net benefit to the electricity network, having regard to matters such as network constraints

- store solar energy for later use or sharing and support further solar installations
 - allow households that cannot install solar panels to enjoy the benefits of renewable energy through shared community storage.
- b. how your project will benefit the community and deliver on community expectations during and beyond the term of grant funding, including:
- the details of planned or completed community engagement and social license on the selected community battery location and their operation
 - how many households will be serviced by the community battery
 - estimated cost reductions for serviced households.

6.2. Assessment criterion 2

Capacity, capability and resources to deliver the project (50 points)

You must show this by demonstrating:

- a. how you will manage the installation of a community battery in your location, including risk management (such as safety) and compliance with relevant laws and standards
- b. your capacity to install, operate and maintain the community battery for the life of the battery with licensed tradespeople where required
- c. your access, or future access to, any infrastructure, capital equipment, technology and intellectual property
- d. your experience and knowledge of the required regulatory and other relevant approvals, and your proposed approach to obtaining them
- e. your strategy to maintain momentum for the project beyond the term of grant funding.

You must provide a project plan to support your response to this criterion. The requirements of the project plan are outlined in section 7.1.1.

7. How to apply

Before applying you should read and understand these guidelines, the sample [application form](#) and the sample [grant agreement](#) published on business.gov.au and GrantConnect. Applicants should read all eligibility and assessment criteria closely and attach detailed evidence that supports the assessment criteria.

You will need to set up an account to access our online [portal](#).

To apply, you must:

- complete and submit your application through the online portal
- provide all the information requested
- address all eligibility and assessment criteria
- include all necessary attachments.

You can view and print a copy of your submitted application on the portal 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 Act 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.

After submitting your application, we can contact you for clarification if we find an error. The acceptance of any additional information provided after the submission of your application is at the discretion of the Program Delegate. Additional information should not materially change your application at the time it was submitted and therefore may be refused if deemed to be purely supplementary.

If you need further guidance around the application process, or if you have any issues with the portal, [contact us](#) at business.gov.au or by calling 13 28 46.

7.1. Attachments to the application

You must provide the following documents with your application:

- project plan
- evidence that you have conditional or in-principle agreement of the relevant DNSP that a suitable network connection point can be identified or provided in your location, and that the proposed operation of the community battery will not adversely impact the local network
- letters of support from all project contributors, other than you, confirming the contributions towards the project
- for joint applications, a letter of support from each of the project partners
- if applying as an incorporated association or incorporated not for profit organisation and you do not have an active state or territory incorporated association registration or ACNC registration at the time of application, you must provide Constitutional documents and/or Articles of Association that demonstrate the character of the organisation (where applicable)
- trust deed (where applicable).

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents. The total of all attachments cannot exceed 20MB. We will not consider information in attachments that we do not request.

7.1.1. Project plan

The grant is subject to an acceptable project plan that includes:

- project budget, including costs for installing each community battery
- description of the proposed technology type, cost and size of the community battery energy storage system in your location
- a map showing the site where the community battery would be installed in
- project schedule outlining key milestones, delivery dates and dependencies
- proposed financial arrangements for the operation of the community battery including costs and revenue
- project risk management framework identifying risks, impacts and mitigation strategies
- your plan to manage safety including your plan to prevent and manage fire risk, including consultation with the local fire service
- your engagement plan to inform local residents of any upcoming impacts, construction periods or information sessions
- governance arrangements for the delivery of the project and beyond the grant including key entities (who will own and operate the community battery, maintain the community battery, and any other entities involved).

- your plan to manage decommissioning and disposal of the community battery at the end of its operational life.

7.2. Joint applications

We recognise that some organisations may want to join together as a group to deliver a project. In these circumstances, the eligible organisation listed at Appendix A must be the lead organisation. Only the eligible organisation can submit the application form and enter into the grant agreement with the Commonwealth. The application should identify all project partners of the proposed group. The application must 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)

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.

If you are successful we expect you will be able to commence your project within 11 weeks of submitting your application.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	4 weeks
Approval and announcement of successful applicants	4 weeks
Negotiations 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 is successful
Project completion date	31 March 2025
End date of grant commitment	30 September 2027

8. The grant selection process

We first review your application against the eligibility criteria. If eligible, we will 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

- 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 may also seek additional advice from independent technical experts about your application.

8.1. Who will approve grants?

The decision maker, who is a delegate in DCCEEW with policy responsibility for the program, decides which grants to approve taking into account the application assessment and the availability of grant funds.

The decision maker'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 decision maker 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.

10. Successful grant applications

10.1. Grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will use a Commonwealth Standard Grant Agreement. 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 will manage the grant agreement through the online portal. This includes issuing and executing the grant agreement.

Execute means both you and the Commonwealth have accepted the agreement. We are not responsible for any expenditure you incur and cannot make any payments 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 Program Delegate. We will identify these in the offer of grant funding.

If you enter an agreement under the Community Batteries for Household Solar Program - Delivery of Election Commitments Stream 2, you cannot receive other grants for the same activities from other Commonwealth, state or territory granting programs.

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

10.2. Project specific legislation, policies and industry standards

You must comply with all relevant laws, regulations and Australian Government sanctions 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, without limiting your obligations to comply with legislation, policy, standards or requirements that are not listed below, you will be required to comply with:

- where the project involves carrying out building work, the Australian Government Building and Construction WHS Accreditation Scheme ([WHS Scheme](#))²
- relevant electrical safety standards and licensing requirements, including use of licensed tradespeople
- State/territory legislation in relation to working with children
- applicable work health and safety legislative requirements and requirements outlined in the grant agreement.

10.3. 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 not exceed the maximum grant amount under any circumstances. If you incur extra costs, you must meet them yourself.

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

10.4. 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 entities³.

² <http://www.fsc.gov.au/sites/fsc/needaccredited/accreditationscheme/pages/theaccreditationscheme>

³ See Australian Taxation Office ruling GSTR 2012/2 available at ato.gov.au

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:

- 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 grant activity

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.

If you become aware of any safety issues with the project, you must contact us as soon as practicable in addition to relevant authorities.

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 reports

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.

12.2.4. Post project reporting

You will be required to provide an annual report for 2 years after your project end date. We will publish the post project reports and grantees who do not meet this obligation. The report should cover the ongoing outcomes and community benefits of your 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 and all other amounts committed 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
- changing project activities.

The program does not allow for:

- an increase of grant funds.

If you want to propose changes to the grant agreement, you must put them in writing before the project end date. You can submit a variation request via our online portal.

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

DCCEEW 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, including on the battery itself, 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. 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\(7\)\)⁴](#) of the *Public Service Act 1999* (Cth). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our [conflict of interest policy](#)⁵ on the department's website. The Commonwealth policy entity also publishes a conflict of interest policy on its website.

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

⁴ <https://www.legislation.gov.au/Details/C2019C00057>

⁵ https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf_files_redirect

- 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 committee 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.

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 committee, 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

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

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:

General Manager
Business Grants Hub
Department of Industry, Science and Resources
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/>

14. Glossary

Term	Definition
Administering entity	The entity that is not responsible for the policy however is responsible for the administration of part or all of the grant administration processes.
Application form	The document issued by the Program Delegate that applicants use to apply for funding under the program.
Assessment criteria	The specified principles or standards, against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive grant opportunity, to determine application ranking.
Community battery	A battery energy storage system (consisting of one or more batteries) situated in front of the meter on the distribution network with a minimum storage capacity of 100 kWh and maximum capacity of 5 MWh
Department	The Department of Industry, Science and Resources.
Decision maker	The delegate in DCCEEW who makes a decision to award a grant.
Distribution Network Service Provider (DNSP)	The entity that builds, maintains and operates the electricity distribution network.
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 for grant funding under the program that the Program Delegate has determined is eligible for assessment in accordance with these guidelines.
Eligibility criteria	The mandatory criteria, which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.3.
Eligible location	A location listed in Appendix A
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.

Term	Definition
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.
Minister	The Commonwealth Minister for Climate Change and Energy.
Personal information	<p>Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is:</p> <p>Information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.
Program Delegate	A manager within the department with responsibility for administering 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.

Appendix A. Eligible organisations and locations

	Organisation	Location
1	Geni.Energy Limited	Narrabri, NSW
2	Hepburn Community Wind Park Co-operative Limited	Leonard's Hill, Victoria