



Grant Opportunity Guidelines

Cyber Security Business Connect and Protect

Opening date:	26 October 2020
Closing date and time:	5:00pm Australian Eastern Daylight Time on 30 November 2020 Please take account of time zone differences when submitting your application.
Commonwealth policy entity:	Department of Industry, Science, Energy and Resources
Administering entity:	Department of Industry, Science, Energy and Resources
Enquiries:	If you have any questions, contact us on 13 28 46.
Date guidelines released:	26 October 2020
Type of grant opportunity:	Open competitive

Contents

1. Cyber Security Business Connect and Protect processes	4
2. About Cyber Security Business Connect and Protect	5
3. Grant amount and grant period	6
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	6
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 locations	7
5.3. Eligible expenditure	8
5.4. 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	10
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. Project specific legislation, policies and industry standards	13
10.3. How we pay the grant	13
10.4. Tax obligations	13
11. Announcement of grants	13
12. How we monitor your grant activity	14
12.1. Keeping us informed	14
12.2. Reporting	14
12.2.1. Progress reports	14
12.2.2. End of project report	14
12.2.3. Ad-hoc reports	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	17
13.2.4.	Freedom of information	18
13.3.	Enquiries and feedback.....	18
14.	Glossary	19

1. Cyber Security Business Connect and Protect processes

The Cyber Security Business Connect and Protect Program is designed to achieve Australian Government objectives

This grant opportunity is part of the above grant program, which contributes to Department of Industry, Science, Energy and Resources' Outcome 1. The Department of Industry, Science, Energy and Resources 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 the applications against eligibility criteria and notify you if you are not eligible. We assess eligible applications against the assessment criteria including an overall consideration of value with relevant money and compare it to other eligible applications.



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 may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



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 undertake 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 Cyber Security Business Connect and Protect

We evaluate the specific grant activity and Cyber Security Business Connect and Protect as a whole. We base this on information you provide to us and that we collect from various sources.

2. About Cyber Security Business Connect and Protect

As part of the 2020 Cyber Security Strategy, Cyber Security Business Connect and Protect will provide funding to trusted organisations that provide business advice to small and medium enterprises (SMEs) which have a demonstrated reach and influence over a large number of SMEs across regional and metropolitan Australia. Funding will support projects that raise the awareness of cyber security risks amongst SMEs, promote action to address these risks and support and uplift the capability of SMEs to meet best practice in cyber security.

The objectives of Cyber Security Business Connect and Protect are to:

- raise cyber security risk awareness among SMEs through trusted advisers
- promote action amongst SMEs to address cyber security risks
- lift the cyber security capability of SMEs, including through transfer of cyber security knowledge and skills.

The intended outcomes of Cyber Security Business Connect and Protect are:

- Australian SMEs are aware of cyber security risks and trusted cyber security information sources and advice
- demonstrated action by SMEs to reduce cyber security risks
- cybersecurity capability of SMEs has been lifted
- trusted advisers continue to disseminate cyber security resources and information to SMEs, beyond the life of this grant opportunity.

Organisations that we would expect to fund under Cyber Security Business Connect and Protect include chambers of commerce and industry, industry associations, and peak bodies.

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, Energy and Resources (we/the department) is responsible for administering this grant opportunity.

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

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.

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

3. Grant amount and grant period

The Australian Government has announced a total of \$6.9 million over one year for the program.

3.1. Grants available

The grant amount will be up to 100 per cent of eligible project expenditure (grant percentage).

- The minimum grant amount is \$100,000.
- The maximum grant amount is \$750,000.

You are responsible for any remaining eligible project expenditure plus any ineligible expenditure.

Contributions to your project must be cash.

3.2. Project period

The maximum project period is 12 months.

You must complete your project by 30 March 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 organisation that provides business advisory services

be one of the following entities:

- an entity, incorporated in Australia
- an incorporated association.

Joint applications are acceptable, provided you have a lead organisation who is the main driver of the project and is eligible to apply. For further information on joint applications, refer to section 7.2.

4.2. Additional eligibility requirements

We can only accept applications:

- where you certify that you are an organisation that provides business advisory services
- where you can provide a letter, on the template provided, from your board (or chief executive officer or equivalent if there is no board) that:
 - details the types of SMEs that you currently provide advice to, the location of these SMEs and a quantification of the number of SMEs you currently regularly advise
 - confirms that the project is supported, and that you can complete the project within the timeframe specified in 3.2 and meet the costs of the project not covered by grant funding
- where you include all the mandatory attachments.

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
- an unincorporated association
- any organisation not included in section 4.1
- a trust (however, an incorporated trustee may apply on behalf of a trust)
- a State, Territory or local government body (including government business enterprises)
- a corporate Commonwealth entity
- a non-corporate Commonwealth entity.

5. What the grant money can be used for

5.1. Eligible activities

To be eligible your project must:

- be aimed at raising cyber security awareness, promoting action to address cyber security risks amongst SMEs and supporting and uplifting the capability of SMEs to meet best practice in cyber security
- include eligible activities and eligible expenditure
- include at least \$100,000 in eligible expenditure

Eligible activities may include:

- delivering innovative methods of raising awareness of cyber security risks and building SME cyber security capability
- establishing methodologies for promoting action for SMEs to adopt cyber security best practices
- showcasing quality cyber security best practice
- engaging with stakeholders including SMEs, industry and the Australian Cyber Security Centre
- monitoring and evaluation activities that seek to demonstrate uplift of cyber security capability among SMEs (evaluation activities can be supported by a cyber security diagnostic tool to be made available to grant recipients).

We may also approve other activities that meet the objectives of the program outlined under section 2.

You must use [Australian Cyber Security Centre](#) approved cyber security resources as your key source of information for education and awareness-raising activities.

5.2. Eligible locations

Your project can include activities at any location across Australia. Cyber Security Business Connect and Protect will target SMEs across regional and metropolitan Australia and geographic distribution will be a consideration in assessing applications.

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:

- salaries and on-costs for personnel directly employed for the project activities (this should be calculated on a pro-rata basis relative to their time commitment)
- contractor costs
- costs related to recruiting or contracting specialist staff directly related to the project
- purchase of computing equipment and software directly related to the project
- costs of developing and delivering workshops, professional development, networking events forums, and courses (including travel costs for key participants)
- domestic economy travel limited to the reasonable cost of accommodation and transportation required to conduct agreed project and collaboration activities in Australia
- 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 an AusIndustry manager within the department with responsibility for the program) 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 must not commence your project until you execute a grant agreement with the Commonwealth.

5.4. What you cannot use the grant for

Expenditure items that are not eligible are:

- business as usual expenses, or maintenance costs
- routine operational expenses, including communications, accommodation, office computing facilities, printing and stationery, postage, legal and accounting fees and bank charges, not directly related to the project
- non project-related costs, or costs associated with ineligible activities
- capital expenditure for the purchase of assets such as office furniture and equipment, motor vehicles, computers, printers or photocopiers and the construction, renovation or extension of facilities such as buildings and laboratories not directly related to the project.

This list is not exhaustive and other costs may be ineligible where we decide that they do not directly support the achievement of the planned outcomes for the project or that they are contrary to the objective of the program.

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 consider funding applications that score at least 50 per cent against each assessment criterion, as these represent best value for money.

6.1. Assessment criterion 1

How your project will improve the cyber security of SMEs (50 points).

You should demonstrate this by describing:

- a. how your project will raise cyber security awareness and lift capability through transfer of skills and knowledge to a wide range of SMEs, including how your project will meet diverse needs
- b. how your approach will result in SMEs taking direct action to address cyber security risks
- c. the number of SMEs your project will reach, including those beyond your current membership or customer base either directly or via SME advisers
- d. your strategy to maintain the project outcomes beyond the term of the grant funding.

6.2. Assessment criterion 2

Capacity, capability and resources to deliver your project (25 points)

You should demonstrate this by describing:

- a. your track record in managing similar projects and access to personnel with the right skills and experience, including management and technical staff
- b. how you will leverage partnerships with industry, cyber security bodies and other experts to ensure that guidance provided meets the needs of the SMEs you will advise
- c. your plan to manage the project, addressing scope, implementation plan, timeframes, budget and risk.

You must attach a project plan as part of your application.

6.3. Assessment criterion 3

Impact of the grant funding on your project (25 points)

You should demonstrate this by describing:

- a. how the funding amount requested is justified with respect to the scale of the project and intended outcomes
- b. the likelihood that your project would not proceed without the grant. Explain how the grant will positively impact your project, for instance in terms of size, scale and timing

c. any additional investment the grant will leverage.

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.

To apply, you must:

- complete the online [application form](#) via business.gov.au
- 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.

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

You must provide the following documents with your application:

- project plan, including detailed budget, limited to a maximum 10 pages
- letter from the board, CEO or equivalent (on the template provided on [business.gov.au](#)) which provides additional details of the SMEs you provide advice to and confirms support of the project.
- 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. 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.

If you are successful, we expect you will be able to commence your project in early 2021.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	6-8 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	Early 2021
End date of grant commitment	30 March 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 will establish a committee comprised of Australian government representatives to assess applications. The committee may also seek additional advice from independent technical experts.

The committee 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 Program Delegate decides which grants to approve taking into account or the recommendations of the committee, the geographic spread of projects across Australia, including regional/metropolitan reach, and the availability of grant funds.

The Program Delegate'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 Program Delegate will not approve funding if there is 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 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. You must not start any Cyber Security Business Connect and Protect activities 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 Cyber Security Business Connect and Protect, you cannot receive other grants for this project 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 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.

10.3. 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 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 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:

- 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.

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

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.

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.

12.3. 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

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. 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 Cyber Security Business Connect and Protect 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.'

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). Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our [conflict of interest policy](#)⁴ on the department's website.

³ <https://www.legislation.gov.au/Details/C2019C00057>

⁴ https://www.industry.gov.au/sites/default/files/July%202018/document/pdf/conflict-of-interest-and-insider-trading-policy.pdf?acsf_files_redirect

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 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](#)⁵ 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:

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

You can also contact the [Commonwealth Ombudsman](#)⁶ with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁵ <https://www.industry.gov.au/data-and-publications/privacy-policy>

⁶ <http://www.ombudsman.gov.au/>

14. Glossary

Term	Definition
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.
Australian Cyber Security Centre	The Australian Government lead agency for cyber security.
Business advisory service	An organisation that provides advisory and support services to assist business capability and growth.
Department	The Department of Industry, Science, Energy and Resources.
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.
Eligible expenditure	The expenditure incurred by a grantee on a project and which is eligible for funding support as set out in 5.3.
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.
Minister	The Commonwealth Minister for Industry, Science and Technology.
Personal information	Has the same meaning as in the <i>Privacy Act 1988</i> (Cth) which is: <ul style="list-style-type: none"> Information or an opinion about an identified individual, or an individual who is reasonably identifiable: <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.

Term	Definition
Program Delegate	An AusIndustry 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.
Regional Development Australia	An Australian Government initiative that brings together all levels of government to enhance the development of Australia's region.
SME	Small or medium enterprise with up to 199 full time equivalent employees.
SME adviser	An business management expert that provides business advice to small and medium enterprises.