



Grant Opportunity Guidelines

Medical Research Future Fund (MRFF)

Researcher Exchange and Development within Industry Initiative (REDI)

Opening date:	18 July 2019
Closing date and time:	5pm AEST on 19 September 2019
Commonwealth policy entity:	Department of Health
Administering entity	Department of Industry, Innovation and Science
Enquiries:	If you have any questions, contact us at business.gov.au .
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1. Medical Research Future Fund: Researcher Exchange and Development within Industry Initiative (REDI) processes

The Medical Research Future Fund achieves Australian Government objectives

This grant opportunity is supported by the Medical Research Future Fund and contributes to the Department of Health's Outcome 1: Australia's health system is better equipped to meet current and future health needs by applying research, evaluation, innovation, and use of data to develop and implement integrated, evidence-based health policies, and through support for sustainable funding for health infrastructure. The Department of Health has worked 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



We assess all grant applications

We assess the applications against eligibility criteria and notify you if you are not eligible. We assess eligible applications against the merit 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 the program

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

2. About the Medical Research Future Fund

As part of the 2014-15 Budget, the Australian Government announced the establishment of the \$20 billion Medical Research Future Fund (the Fund) to provide a sustainable source of funding for vital medical research over the medium to longer term. Through the Fund, the government will deliver a major additional injection of funds into the health and medical research sector.

The objective of the Fund is to strategically fund research and address national priorities in a cohesive and coordinated way.

The Fund complements existing medical research and innovation funding to improve health outcomes by distributing new funding in ways that are more diverse. It supports stronger partnerships between researchers, healthcare professionals, governments and the community.

The intended outcomes of the Fund are:

- life changing discoveries such as new treatments, drugs and devices
- continuous improvement and innovation in the health system that benefits all Australians
- strengthening domestic research capacity through support, collaboration and the development of expert talent
- positioning Australia's health and medical research sector at the forefront of the innovation economy
- improving Australia's reputation as a global leader in health and medical research.

2.1. About the Researcher Exchange and Development within Industry Initiative

These guidelines contain information about the Researcher Exchange and Development within Industry Initiative (REDI), which is supported by the Fund.

We will fund one service provider who will be responsible for:

- facilitating connections between industry, universities, registered training organisations and government entities
- delivering, potentially in collaboration with joint-service partners', relevant training programs, industry placements, mentoring and exchange programs for researchers.

The objectives of the grant opportunity are:

- to provide researchers with a diverse range of experiences and exposure to entrepreneurship with the aim of strengthening Australia's success with translation and commercialisation, to identify innovative ways to prevent, diagnose and treat disease.

The intended outcomes of the grant opportunity are:

- to develop meaningful partnerships with industry, universities, registered training and government entities that will form the foundation from which a variety of joint training, placement exchange and mentorship opportunities can be delivered. Where appropriate, applicants may wish to draw upon relevant and successful national and international initiatives to deliver the intended outcomes of REDI.

This document sets out:

- the eligibility and merit criteria
- how we consider and assess grant applications
- how we monitor and evaluate grantees
- responsibilities and expectations in relation to the opportunity.

The Department of Industry, Innovation and Science (the department) is responsible for administering the grant opportunity on behalf of the Department of Health.

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

We have defined key terms used in these guidelines in appendix A.

We will publish the [opening and closing dates](#) and any other relevant information on business.gov.au and GrantConnect.

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

2.2. Grant amount and grant period

The Australian Government has announced a total of \$32 million over four years from 2019-20 to 2022-23 for this grant opportunity:

- \$8 million in 2019-20
- \$10 million in 2020-21
- \$10 million in 2021-22
- \$4 million in 2022-23.

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

The maximum grant amount is \$32 million.

2.3. Project duration

You must complete your project by 30 June 2024. The Program Delegate may approve an extension of time under certain circumstances.

3. Eligibility criteria

We cannot consider your application if you do not satisfy all eligibility criteria. All applications already submitted under Grant Opportunity number GO2319 will be assessed as part of this program unless an applicant advises us otherwise by emailing REDI@industry.gov.au. We cannot waive the eligibility criteria under any circumstances.

3.1. Who is eligible?

To be an eligible organisation you must:

- have an Australian Business Number (ABN)
- be incorporated in Australia,

and, in accordance with s24 of the [Medical Research Future Fund Act 2015](#)², you must be one of the following eligible bodies:

- a medical research institute
- a university
- a corporate Commonwealth entity

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

² <https://www.legislation.gov.au/Details/C2015A00116>

- a corporation (including businesses and not for profits)'.

Tax-exempt organisations may apply for this grant opportunity.

Joint applications are encouraged. You must have a lead applicant who is the main driver of the project and is eligible to apply. For further information on joint applications, refer to section 6.3.

3.2. Additional eligibility requirements

We can only accept applications where you provide:

- evidence from your board (or chief executive officer or equivalent if there is no board) stating support for the project and that you can complete the project and meet the costs of the project not covered by grant funding
- a project plan
- a detailed project budget.

3.3. Who is not eligible?

You are not eligible to apply if you are:

- an individual
- partnership
- trust (however, an incorporated trustee may apply on behalf of a trust)
- a Commonwealth, State, Territory or local government body (including government business enterprises)
- a non-corporate Commonwealth entity.

4. Eligible grant activities

4.1. Eligible projects

To be eligible your project must:

- include eligible activities and eligible expenditure as outlined in sections 4.2 and 4.3
- align with the goals and objectives of the Medical Research Future Fund outlined in section 2
- deliver on the responsibilities, objectives and outcomes outlined in section 2.1.

We cannot fund your project if it receives funding from another Commonwealth, State or Territory or local government grant. You can apply for a grant for your project under more than one Commonwealth, State or Territory or local government program, however if multiple funding applications are successful, you must choose only one.

4.2. Eligible activities

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

- identifying health and medical research disciplines that lack industry collaboration
- assessing skill levels required for researchers and delivery of the related training, mentorship, placement and/or exchange opportunities to support researchers to be successful in research translation and commercialisation of innovative treatments and cures that benefit Australians
- establishing connections between industry and academia and government organisations
- undertaking a selection process

- providing support to researchers and registered training organisations (such as universities) to assist with arranging fellowships, mentoring, training and exchange programs for researchers. This support will need to align with the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#)³ and the [Medical Research Future Fund Funding Principles](#)⁴
- managing industry placements for researchers that focus on discovery, translation and commercialisation of relevant research
- facilitating collaborative projects between researchers and industry, and personnel exchanges between disciplines; and
- publicity and marketing to encourage uptake of activities to support medical research and innovation.

We may also approve other activities.

4.3. Eligible expenditure

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

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:

- incurred by you within the project period
- a direct cost of the project
- incurred by you to undertake required project audit activities.

Eligible expenditure items can include:

- direct labour costs of employees you directly employ on the core elements of the project. We consider a person an employee when you pay them a regular salary or wage, out of which you make regular tax instalment deductions
- contract expenditure is the cost of any agreed project activities that you contract to others
- domestic travel limited to the reasonable cost of accommodation and transportation required to conduct agreed project activities in Australia
- staff training that directly supports the achievement of project outcomes
- the cost of an independent audit of project expenditure up to a maximum of 1 per cent of total eligible project expenditure
- other eligible expenditure as approved by the program delegate.

If your proposal is successful, we will ask you to verify the project budget that you provided in your proposal when we negotiate your grant agreement. You may need to provide evidence such as quotes for major costs.

The grant agreement will include details of the evidence you may need to provide when you achieve certain milestones in your project. This may include evidence related to eligible expenditure.

³

⁴ <http://health.gov.au/internet/main/publishing.nsf/Content/mrff-fundprin>

If requested, you will need to provide the agreed evidence along with your progress reports.

You must keep payment records of all eligible expenditure, and be able to explain how the costs relate to the agreed project activities. At any time, we may ask you to provide records of the expenditure you have paid. If you do not provide these records when requested, the expense may not qualify as eligible expenditure.

At the end of the project, you will be required to provide an independent audit report of all eligible expenditure from the project.

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.

4.4. Ineligible expenditure

Examples of ineligible expenditure include:

- expenses associated with business as usual activities not related to the delivery of the project
- financing costs, including debt financing and interest
- costs involved in the purchase or upgrade/hire of software (including user licences) and ICT hardware (unless it directly relates to the project)
- non-project-related staff training and development costs
- costs related to obtaining resources used on the project, including interest on loans, job advertising and recruiting, and contract negotiations
- costs related to preparing the grant proposal, preparing any project reports (except costs of independent audit reports we require) and preparing any project variation requests.

This list is not exhaustive and applies only to the expenditure of the grant funds. 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.

You must ensure you have adequate funds to meet the costs of any ineligible expenditure associated with the project.

5. The merit criteria you need to address

To be competitive, you will need to address all merit criteria in your application.

The application form asks questions that relate to the merit 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 an application that scores highly against all merit criteria, as this represents best value for money.

5.1. Merit criterion 1

The extent that your project enhances researchers' capacity to commercialise and translate new or existing health research (40 points)

You should demonstrate this by identifying:

- your service offering and how you will enhance researchers' skills and experience in commercialising and translating new or existing research to benefit end users
- the reach of your services, your connections with the sector and how researchers, academia and industry will discover, access and participate in your services, including the number of researchers that will access mentoring, exchange programs and industry placements
- how your project will leverage and develop sustainable collaborations in medical research disciplines that need stronger industry partnerships. Include the rationale for selecting each discipline.

5.2. Merit criterion 2

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

You should demonstrate this by identifying:

- your access to personnel with the right skills and experience
- your access, or future access to, any infrastructure, capital equipment, technology and intellectual property
- a sound project plan to manage and monitor the project and risks, including how you are going to measure success.

5.3. Merit criterion 3

Impact of grant funding (30 points)

You should demonstrate this by identifying:

- the total investment the grant will leverage including cash and in-kind contributions
- your ability to fund your share of project costs not covered by the grant
- your project budget, including a breakdown of administrative costs as a percentage of the eligible project costs
- the impact of the payments you will make to researchers and registered training organisations to arrange fellowships, mentoring, training and exchange programs for researchers.

6. 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.

You can only submit an application during a funding round.

To apply, you must:

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

When you submit your online application, we will provide you with an automated receipt number and we will send a copy of your complete application to both the contact email address and the declarant email address that you provide in the form.

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.

6.1. Attachments to the application

We require the following documents with your application:

- project plan
- project budget
- evidence of support from the board, CEO or equivalent
- 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.

6.2. Timing of grant opportunity

You can only submit an application between the published opening and closing dates. We cannot accept late applications.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	12 weeks
Approval of outcomes of selection process	2 weeks
Negotiations and award of grant agreements	8 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project	January 2020
End date of grant commitment	30 June 2023

6.3. Joint applications

We encourage organisations to join as a group to deliver a project. In these circumstances, you must appoint a lead organisation who is eligible to apply. 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.

7. The selection process

We first assess your application against the eligibility criteria.

Only eligible applications will proceed to the merit assessment stage.

We will then assess your application against the merit criteria and compare it to other eligible applications before recommending which applicant to fund. We may also seek additional advice from independent experts, where technical expertise is required.

To recommend an application for funding it must score highly against the merit criteria.

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.

7.1. Final decision

The program delegate, a Commonwealth official who has been authorised to make decisions, will approve funding the successful applicant taking into account the assessment recommendations and the availability of grant funds.

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

- the approval of an application for funding
- the amount of grant funding awarded
- the terms and conditions of funding.

We cannot review decisions about the merits of your application.

8. Notification of application outcomes

If you are successful, you will receive a written offer, including any specific conditions attached to the grant.

If you are unsuccessful, we will notify you in writing and give you an opportunity to discuss the outcome with us.

9. If your application is successful

9.1. Grant agreement

You must enter into a grant agreement with the Commonwealth. 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. We are not responsible for any expenditure you incur before a grant agreement is executed. If you choose to start your project before you have an executed grant agreement, you do so at your own risk.

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 funding.

If you enter an agreement under this grant opportunity, 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.

9.1.1. Standard grant agreement

We will use a standard grant agreement.

You will have 30 days from the date of a written offer to execute this grant agreement with the Commonwealth ('execute' means both you and the Commonwealth have signed the agreement). 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.

9.2. How we pay the grant

The grant agreement will state the maximum grant amount we will pay.

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

We will make an initial payment on execution of the grant agreement. We will make subsequent payments based on an agreed schedule set out in the grant agreement. Payments are subject to satisfactory progress on the project.

We set aside 5 per cent of the total grant funding for the final payment. We will pay this when you submit a satisfactory final report demonstrating you have completed outstanding obligations for the project. We may need to adjust your progress payments to align with available program funds across financial years and/or to ensure we retain a minimum 5 per cent of grant funding for the final payment.

9.3. How we monitor your project

You must submit reports in line with the grant agreement. We will provide sample templates for these reports as appendices in the grant agreement. You will also be able to download them from business.gov.au. 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.

9.3.1. Progress reports

Progress reports must:

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

- be submitted by the report due date.

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.

9.3.2. Final report

When you complete the project, you must submit a final report.

Final reports must:

- include the agreed evidence as specified in the grant agreement
- identify the total eligible expenditure incurred for the project
- be submitted by the report due date.
- be in the format provided in the grant agreement.

9.3.3. 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.

9.3.4. Independent audit report

We will 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 attached to the sample grant agreement.

9.4. 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.

9.5. 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 three year period
- changing project activities.

Note 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 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.

9.6. 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.

9.7. Evaluation

We will evaluate the program to determine the extent to which the funded activity is contributing to the program objectives and outcomes. 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 one year after you finish your project for more information to assist with this evaluation.

9.8. Tax obligations

If you are registered for the Goods and Services Tax (GST), we will add GST to your grant payment where applicable 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.

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.

9.9. Grant acknowledgement

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

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

10. Conflicts of interest

10.1. Your conflict of interest responsibilities

A conflict of interest will occur if your private interests conflict with your obligations under the grant. Conflicts of interest could affect the awarding or performance of your grant. A conflict of interest can be:

- real (or actual)
- apparent (or perceived)
- potential.

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

If you later identify that there is an actual, apparent, or potential conflict of interest or that one might arise in relation to your grant, you must inform us in writing immediately.

10.2. Our conflict of interest responsibilities

We recognise that conflicts of interest may arise with our staff, technical experts, and others delivering the program between:

- their program duties, roles and responsibilities and
- their private interests.

We manage our conflicts of interest according to the APS Code of Conduct (section 13 (7) of the *Public Service Act 1999* (Cth)). We publish our [conflict of interest policy](#)⁵ on the department's website.

Program officials must declare any conflicts of interest. If we consider a conflict of interest is a cause for concern, that official will not take part in the assessment of relevant applications under the program.

11. How we use your information

Unless the information you provide to us is:

- confidential information as per 11.1, or
- personal information as per 11.3,

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.

⁵ <https://www.industry.gov.au/AboutUs/InformationPublicationScheme/Ourpolicies/Documents/Conflict-of-Interest-and-Inside-Trade-Expectations-Policy.pdf>

11.1. 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.

11.2. When we may disclose confidential information

We may disclose confidential information:

- to 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.

11.3. 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, 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.

⁶ <http://www.industry.gov.au/Pages/PrivacyPolicy.aspx>

11.4. Public announcement

We will publish non-sensitive details of successful projects on GrantConnect and business.gov.au. We are required to do this by the *Commonwealth Grants Rules and Guidelines* and the [Australian Government Public Data Policy Statement](#)⁷, unless otherwise prohibited by law. 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.

We publish this information to ensure open access to non-sensitive data within Australian Government agencies to enable greater innovation and productivity across all sectors of the Australian economy.

11.5. 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.

12. 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, Innovation and Science

⁷<http://www.dpmc.gov.au/resource-centre/data/australian-government-public-data-policy-statement>

GPO Box 2013
CANBERRA ACT 2601

You can also contact the [Commonwealth Ombudsman](#)⁸ with your complaint (call 1300 362 072). There is no fee for making a complaint, and the Ombudsman may conduct an independent investigation.

⁸ <http://www.ombudsman.gov.au/>

Appendix A. Definitions of key terms

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.
Department	The Department of Industry, Innovation and Science.
Eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 4.2.
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 4.3.
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.
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 Health
Non -tax-exempt	Not exempt from income tax under Division 50 of the <i>Income Tax Assessment Act 1997</i> (Cth) or under Division 1AB of Part III of the <i>Income Tax Assessment Act 1936</i> (Cth).
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.
Program Delegate	A Commonwealth official with responsibility for the grant opportunity.
Program funding or Program funds	The funding made available by the Commonwealth for the program.

Term	Definition
Project	A project described in an application for grant funding under the program.
Publicly funded research organisation (PFRO)	All higher education providers listed at Table A and Table B of the <i>Higher Education Support Act 2003</i> (Cth) and corporate Commonwealth entities, and State and Territory business enterprises which undertake publicly funded research.