



Australian Government

Department of Industry, Science and Resources

Department of the Treasury

Grant Opportunity Guidelines

Small Business Cyber Resilience Service

Opening date:	15 March 2024
Closing date and time:	5.00 pm Australian Eastern Daylight Time on 26 April 2024 Please take account of time zone differences when submitting your application.
Commonwealth policy entity:	Department of the Treasury (Treasury)
Administering entity:	Department of Industry, Science and Resources (DISR)
Enquiries:	If you have any questions, contact us on 13 28 46 or SBCRS@industry.gov.au
Date guidelines released:	15 March 2024
Type of grant opportunity:	Open Competitive

Contents

1. Small Business Cyber Resilience Service processes	4
1.1. Introduction	5
2. About the grant program	5
3. Grant amount and grant period	6
3.1. Grants available	6
3.2. Project period	7
4. Eligibility criteria	7
4.1. Who is eligible to apply for a grant?	7
4.2. Additional eligibility requirements	7
4.3. Who is not eligible to apply for a grant?	7
5. What the grant money can be used for	8
5.1. Eligible grant activities	8
5.1.1. Service requirements	9
5.2. Eligible locations	9
5.3. Eligible expenditure	9
5.4. What the grant money cannot be used for	10
6. The assessment criteria	11
6.1. Assessment criterion 1	11
6.2. Assessment criterion 2	11
6.3. Assessment criterion 3	12
7. How to apply	12
7.1. Attachments to the application	12
7.2. Joint (consortia) applications	13
7.3. Timing of grant opportunity processes	13
7.4. Questions during the application process	13
8. The grant selection process	14
8.1. Assessment of grant applications	14
8.2. Who will assess applications?	14
8.3. Who will approve grants?	14
9. Notification of application outcomes	14
9.1. Feedback on your application	14
10. Successful grant applications	15
10.1. The grant agreement	15
10.2. Standard grant agreement	15
10.3. Specific legislation, policies and industry standards	15
10.4. How we pay the grant	15
10.5. Grant Payments and GST	16
11. Announcement of grants	16

12. How we monitor your grant activity	16
12.1. Keeping us informed	16
12.2. Reporting	17
12.2.1. Progress reports.....	17
12.2.2. Ad-hoc reports.....	17
12.2.3. End of project report	17
12.3. Audited financial acquittal report.....	17
12.4. Grant agreement variations	18
12.5. Compliance visits	18
12.6. Record keeping.....	18
12.7. Evaluation	18
12.8. Acknowledgement.....	18
13. Probity.....	19
13.1. Enquiries and feedback	19
13.2. Conflicts of interest	19
13.3. Privacy	20
13.4. Confidential information	20
13.5. Freedom of information.....	21
14. Glossary.....	22

1. Small Business Cyber Resilience Service processes

The Small Business Cyber Resilience Service is designed to achieve Australian Government objectives

This grant opportunity contributes to the Treasury's Outcome 1.3. The Treasury works with stakeholders to plan and design the grant program according to the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).



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 assess 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 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 will be proportional to the risks involved.



Delivery of grant

You complete 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 Small Business Cyber Resilience Service

The Treasury evaluates the specific grant activity and the Small Business Cyber Resilience Service as a whole. We base this on information you provide to us and that we collect from various sources.

1.1. Introduction

These guidelines contain information for the Small Business Cyber Resilience Service grant.

This document sets out:

- the purpose of the grant program/grant opportunity
- 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 grant opportunity.

This grant opportunity and process will be administered by the Department of Industry, Science and Resources (the department/DISR) on behalf of the Treasury.

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 the grant program

The Small Business Cyber Resilience Service grant opportunity (the program) will run over 3 years from 2024-25 to 2026-27. The program was announced as part of the *2023-2030 Australian Cyber Security Strategy*. Under Shield 1 of the Strategy, *Strong businesses and citizens*, the program will support small businesses to build their cyber security resilience and capability.

Small businesses have rapidly digitised, bringing new opportunities but also increasing their vulnerability to cyber incidents. Cyber incidents can cause financial loss, reputational damage, and interruption to trading, with small business having limited ability to absorb losses.

Small businesses face unique barriers to strengthen their cyber security as they have limited knowledge, time, staffing and resources to invest in cyber security. Small business owners need help navigating cyber security information and applying it to their business.

The objectives of the program are:

- build the cyber resilience and capability of small businesses
- provide support to small businesses impacted by a cyber incident

The intended outcomes of the program are to improve the cyber security of small businesses and their ability to recover from a cyber incident.

The Small Business Cyber Resilience Service (the Service) will provide free, tailored, person-to-person cyber security support for small businesses. The Service will provide small businesses with advice and solutions on improving their cyber security which are aligned with existing guidance produced by the Australian Signals Directorate (ASD) and, when developed, the cyber security health check program, which will be co-designed by industry and the Department of Home Affairs and hosted on cyber.gov.au. This includes triaging small businesses accessing the Service, conducting an individual assessment of the small business and developing a tailored plan to improve their cyber security, recommending specific actions, tools and guidance best suited to the small business' risk, situation and capability.

The Service will also provide support services to deal with the immediate aftermath of an incident, using a case management approach. These cyber incidents can include phishing, business email compromise, false invoices, malware attacks, ransomware attacks, social media account hacks and business identity theft. The Service will provide guidance on practical steps the small business

can take to recover from the incident, covering issues such as legal obligations, re-building trust with customers, recovering from back-up systems and re-securing online accounts. The Service will also identify where the small business requires additional expertise to deal with their specific incident and facilitate a referral. This would include identifying the relevant customer support services for key entities such as banks, telecommunications providers, and social media platforms among others.

The Service will be required to report data to ASD on cyber incidents experienced by small businesses requiring support services and encourage small businesses that call the service to report incidents.

The Service will need to engage technical personnel who are, or will be, appropriately qualified, trained or experienced in cyber security, small business, and counselling clients in distress.

In delivering the Service, consideration should be given to how to best meet the needs of small businesses that are owned by people who identify as culturally and linguistically diverse (CALD), Indigenous or people with disability.

Where the small business is experiencing a cyber incident, the Service will refer the small business to the Cyber Security Hotline (1300CYBER1) for support.

A small business owner can contact the Service either directly or through [cyber.gov.au](https://www.cyber.gov.au). Direct contact to the Service will be via telephone to a dedicated helpline or by completing an online form.

A small business that contacts [cyber.gov.au](https://www.cyber.gov.au) to report an incident can be referred to the Service for assistance to recover from the incident. The [cyber.gov.au](https://www.cyber.gov.au) website will also include contact details for the Service.

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

3. Grant amount and grant period

3.1. Grants available

The Australian Government has announced a total of \$8.1 million over 3 years from 2024-25 to 2026-27 for the program. The funding profile by year is:

- \$2.3 million in 2024-25
- \$2.3 million in 2025-26
- \$3.5 million in 2026-27.

Only one grant is available under this program. The program will fund one service provider to service businesses located across Australia, in both metropolitan and regional locations.

- The maximum grant amount is \$8.1 million. We expect applications will be for the maximum grant amount available.

You are responsible for the remaining eligible and ineligible project costs.

If your service receives funding from another Commonwealth, State or Territory government program we can only fund additional activities and clients under this grant.

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

3.2. Project period

The maximum project period is 33 months.

You must complete your project by 31 March 2027.

4. Eligibility criteria

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

4.1. Who is eligible to apply for a grant?

To be eligible you must:

- have an Australian Business Number (ABN)
- be registered for the Goods and Services Tax (GST)

and be one of the following entities:

- an entity, incorporated in Australia
- an Aboriginal and Torres Strait Islander Corporation registered under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cth)
- a company limited by guarantee
- an incorporated trustee on behalf of a trust, where your trading activities:
 - form a sufficiently significant proportion of the corporation's overall activities as to merit it being described as a trading corporation; or
 - are a substantial and not merely peripheral activity of the corporation
- an incorporated association
- an incorporated not for profit organisation or registered charity
- a publicly funded research organisation as defined in section 14.

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 provide evidence from your board (or chief executive officer or equivalent if there is no board) that the project is supported, and that you can complete the project and meet the costs of the project not covered by grant funding.

We cannot waive the eligibility criteria under any circumstances.

4.3. Who is not eligible to apply for a grant?

You are not eligible to apply if you are:

- 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'
- an employer of 100 or more employees that has not complied with the Workplace Gender Equality Act (2012)
- an individual
- a Regional Development Australia Committee
- a co-operative

- 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 Commonwealth, state, territory or local government body (including government business enterprises)
- a non-corporate Commonwealth entity.

5. What the grant money can be used for

5.1. Eligible grant activities

To be eligible your project must be aimed at improving cyber resilience and capability of small businesses and supporting impacted small businesses following a cyber incident.

Eligible activities must directly relate to the project and must include all of the following:

- undertake an individual assessment of a small business' cyber security needs
- develop a tailored plan, commensurate with the small business risk, situation and capability, providing advice and solutions that are aligned with best practice guidance available on [cyber.gov.au](https://www.cyber.gov.au)
- assist small businesses to navigate the material and tools available to them
- refer small businesses to the health check (once available) and [Cyber Wardens](#) program
- provide advice to small businesses drawing on the tailored plan produced as part of the health check (once available)
- provide person to person support services via a helpline to deal with the impact and aftermath of an incident, including guidance on practical steps a small business can take to recover from the incident
- identify where the small business requires additional expertise to recover and facilitate appropriate referrals
- develop and maintain referral pathways to industry customer support services for small businesses
- advise small businesses of any reporting or legal obligations and provide support for them to meet these obligations
- provide advice on preventing a future attack and guidance on implementing this advice
- take referrals from [cyber.gov.au](https://www.cyber.gov.au)
- refer small businesses to the Cyber Security Hotline (1300CYBER1) when they are experiencing a cyber incident
- report near-real time raw data back to ASD to provide visibility of types and volumes of threats facing the small business sector
- encourage small businesses to report incidents to [cyber.gov.au](https://www.cyber.gov.au).

We may also approve other activities if appropriate. Any additional activities must be in line with objectives and outcomes in section 2.

5.1.1. Service requirements

Your project must meet the following minimum service requirements throughout the duration of the program:

1. service delivery:
 - deliver services in the form of direct one-on-one support, via a telephone helpline
 - provide options for phone and online booking for businesses to register for the Service
 - liaise with ASD to establish referral pathways and near real-time data sharing arrangements
 - ensure the service is accessible independently of cyber.gov.au for example, via a standalone website.
2. staff:
 - engage technical personnel who are, or will be, appropriately qualified, trained or experienced in cyber security, small business matters and counselling clients in distress.
3. data and reporting:
 - monitor the quality and effectiveness of the service you provide, and the staff delivering them, through surveys of your clients' satisfaction and analysis of call data
 - provide client data so the Treasury can periodically survey your clients to gauge the quality and effectiveness of the service you provided, and your clients' satisfaction with them
 - comply with the data collection and reporting obligations of the program (see section 12), and share near real-time data with ASD.

5.2. Eligible locations

Your project can include activities at different locations within Australia.

5.3. Eligible expenditure

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

Eligible expenditure items include:

- labour costs of employees you directly employ on the core elements of the project. We consider a person an employee when you pay a regular salary or wage, out of which you make regular tax instalment deductions
- up to 35 per cent labour on costs to cover employer paid superannuation, payroll tax and workers compensation insurance and overheads such as office rent and the purchase or provision of computing equipment directly required or related to the delivery of the project
- contract expenditure covering the cost of eligible project activities that are contracted to others. All contractors must have a written contract prior to starting any project work. Invoices from contractors must contain a detailed description and breakdown of the work including hours and hourly rates
- 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
- ICT costs directly relevant to the project
- job advertising and recruiting, and recruitment contract negotiations

- 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
- contingency costs up to a maximum of 10 per cent of the eligible project costs. Note that we make payments based on actual costs incurred.

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 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. 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 the grant money cannot be used for

Expenditure items that are not eligible are:

- technical advice and support provided to a small business while they are experiencing a live cyber incident
- research not directly supporting eligible activities
- activities, equipment or supplies that are already being supported through other sources
- costs incurred prior to the grant agreement being executed
- any in-kind contributions
- financing costs, including interest
- capital expenditure for the purchase of assets such as office furniture and equipment, motor vehicles, and the construction, renovation or extension of facilities such as buildings and laboratories
- computing equipment not directly required or related to the delivery of the project
- costs such as renovations and utilities
- costs associated with media campaigns, including promotional material and activities
- non-project-related staff training and development costs
- costs related to obtaining resources used on the project, including interest on loans (excluding recruitment)
- depreciation of plant and equipment beyond the life of the project
- maintenance costs.

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.

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 character limits for each response.

We will only award funding to an application that scores at least 50 per cent against each assessment criterion.

6.1. Assessment criterion 1

Extent to which your proposed service will improve the cyber security of small business and support impacted small businesses following a cyber incident (40 points).

You should demonstrate this against the service requirements in 5.1.1, by identifying:

- a. how your proposed service and delivery format mix will meet demand and improve cyber security of small business
- b. how your proposed service and delivery format mix will meet demand and improve post-incident support using a case management approach
- c. the customer journey for a small business accessing your services including how they will discover, access and participate in services, as well as how you will work to refer small businesses to other relevant services
- d. the reach of your services across Australia and the number of businesses that you anticipate assisting including through each service delivery format.

6.2. Assessment criterion 2

Capability to deliver the service (40 points).

You should demonstrate this through identifying:

- a. your track record managing similar projects
- b. your access to personnel with the right skills and experience, including management and technical personnel who are, or will be, appropriately qualified, trained or experienced in cyber security, small business matters and counselling clients in distress
- c. your access to any capital equipment, technology, intellectual property, administrative systems, including record keeping practices, data collection, information sharing and reporting and required regulatory or other approvals
- d. your ability to comply with relevant policies and laws to ensure the privacy and security of client data
- e. a sound project plan to manage and monitor the project and risks.

6.3. Assessment criterion 3

Financial capacity and governance (20 points).

You should demonstrate this through identifying:

- a. a detailed project budget broken down by financial year that identifies the costs of all key project activities/services, including the development of content, travel and end of project financial audit, and demonstrates that costs are commensurate with the level of service to be provided
- b. your ability to fund the running costs of your organisation external to the project and any project costs that are not covered by the grant
- c. how your organisation meets appropriate governance standards.

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

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](#). 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 or any missing information, including evidence that supports your eligibility/merit.

You can view and print a copy of your submitted application on the portal for your own records.

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:

- a project plan to manage and monitor the project and identify potential risks
- a detailed project budget broken down by financial year that identifies the costs of all key project activities/services, including the development of content, travel and end of project financial audit, and demonstrates that costs are commensurate with the level of service to be provided
- evidence of support from the board, CEO or equivalent (template provided on business.gov.au and GrantConnect). Where the CEO or equivalent submits the application, we will accept this as evidence of support

- trust deed (where applicable)
- letters of support in case of joint applications (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.

7.2. Joint (consortia) 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 must 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 processes

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 around July 2024.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	4 weeks
Approval and announcement of successful applicants	4 weeks
Negotiations and award of grant agreements	4 weeks
Notification to unsuccessful applicants	2 weeks
Earliest start date of project grant activity	July 2024
Project completion date	31 March 2027

7.4. Questions during the application process

If you have any questions during the application period, [contact us](#) at business.gov.au or by calling 13 28 46.

8. The grant selection process

8.1. Assessment of grant applications

We first review your application against the eligibility criteria.

If eligible, your application will be assessed 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.²

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

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

If applications are scored the same, the program delegate will consider value for money and alignment to the program objectives to recommend applications for funding.

8.2. Who will assess applications?

We assess your application against the selection criteria. We may also seek additional advice from subject matter experts in the Treasury to inform the assessment process.

8.3. Who will approve grants?

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

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

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

We cannot review decisions about the merits of your application.

The Minister will not approve funding if there are insufficient program funds available across relevant financial years for the program.

9. Notification of application outcomes

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

9.1. Feedback on your application

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

² See glossary for an explanation of 'value with money'.

10. Successful grant applications

10.1. The grant agreement

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

We 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. You must not start any activities under the Program until a grant agreement is executed. 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 Program, 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.

10.2. 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. 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.

10.3. 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, you will be required to comply with:

- State/territory legislation in relation to working with children
- Privacy Act 1988 (Cth).

10.4. How we pay the grant

The grant agreement will state the:

- maximum grant amount we will pay
- proportion of eligible expenditure covered by the grant (grant percentage).

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

10.5. Grant Payments and GST

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.

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

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of execution.

We will publish non-sensitive details of successful projects on GrantConnect. We are required to do this by the [Commonwealth Grants Rules and Guidelines](#), Section 5.3,. 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.

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

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

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 and outcomes
- project expenditure, including expenditure of grant funds.

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, including relevant data
- show the total eligible expenditure incurred to date
- 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. 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.

12.2.3. 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.

12.3. Audited financial acquittal 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 available on business.gov.au and GrantConnect.

12.4. 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. 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.

12.5. 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 will provide you with reasonable notice of any compliance visit.

12.6. Record keeping

We may inspect the records you are required to keep under the grant agreement.

12.7. Evaluation

The Treasury will evaluate the grant opportunity 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.

12.8. Acknowledgement

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

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

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

In promoting the Service, you must identify as being provided under the program, and funded by the Australian Government.

Branding Guidelines will be provided to successful applicants.

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.

These guidelines may be changed from time-to-time by DISR. When this happens, the revised guidelines will be published on GrantConnect.

13.1. 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
External Programs Branch
Business Grants Hub and Integrity Division
Department of Industry, Science and Resources
GPO Box 2013
CANBERRA ACT 2601

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

13.2. Conflicts of interest

Any conflicts of interest could affect the performance of the 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
- 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
- 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\(7\)\)](#) of the [Public Service Act 1999](#). 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. The Commonwealth policy entity also publishes a conflict of interest policy on its website.

13.3. Privacy

Unless the information you provide to us is:

- confidential information as per below, or
- personal information as per below.

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.

We must treat your personal information according to the Australian Privacy Principles 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](#)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.

13.4. Confidential information

Other than information available in the public domain, you agree not to disclose to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by

⁴ <https://www.industry.gov.au/publications/conflict-interest-policy>

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

law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

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.

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.

13.5. 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.

14. Glossary

Term	Definition
administering entity	When an entity that is not responsible for the policy, 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.
<u>Commonwealth Grants Rules and Guidelines (CGRGs)</u>	Establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
completion date	The expected date that the grant activity must be completed and the grant spent by.
date of effect	Can be the date on which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.
Department	The Department of Industry, Science and Resources.
decision maker	The person who makes a decision to award a grant.
eligible activities	The activities undertaken by a grantee in relation to a project that are eligible for funding support as set out in 5.1.
eligible application	An application or proposal for grant funding under the program that the program delegate has determined is eligible for assessment in accordance with these guidelines.
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.
General Manager	Position title for Senior Executive Service level staff within DISR.

Term	Definition
grant	<p>For the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth:</p> <ol style="list-style-type: none"> a. under which relevant money⁶ or other Consolidated Revenue Fund (CRF) money⁷ is to be paid to a grantee other than the Commonwealth; and b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	Refers to the project/tasks/services that the grantee is required to undertake.
grant agreement	A legally binding contract that sets out the relationship between the Commonwealth and a grantee for the grant funding, and specifies the details of the grant.
grant funding or grant funds	The funding made available by the Commonwealth to grantees under the program.
grant opportunity	Refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.
grant program	A 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving government policy outcomes. A grant program is a group of one or more grant opportunities under a single Portfolio Budget Statement 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 individual/organisation which has been selected to receive a grant.
Minister	The Minister for Small Business

⁶ Relevant money is defined in the PGPA Act. See section 8, Dictionary.

⁷ Other CRF money is defined in the PGPA Act. See section 105, Rules in relation to other CRF money.

Term	Definition
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> <ol 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.
Publicly funded research organisation	All higher education providers listed at Table A and Table B of the <i>Higher Education Support Act 2003</i> (Cth).
selection criteria	Comprises of eligibility criteria and assessment criteria.
small business	A business with 19 or less full time (or equivalent) employees, including sole traders.
value with money	<p>Value with money in this document refers to ‘value with relevant money’ which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations.</p> <p>When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to:</p> <ul style="list-style-type: none"> ▪ the quality of the project proposal and activities ▪ fitness for purpose of the proposal in contributing to government objectives ▪ that the absence of a grant is likely to prevent the grantee and government’s outcomes being achieved; and ▪ the potential grantee’s relevant experience and performance history.