



**Australian Government**

---

**Department of Health  
and Aged Care**

# Commonwealth Home Support Programme (CHSP) Growth Funding 2024-25 Grant Opportunity

## Frequently Asked Questions (FAQs)

### GO6887

---

**Commonwealth policy entity:** Department of Health and Aged Care (department)

**Enquiries:** If you have any questions, contact the department via email: [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au)

**Questions should be sent no later than 5:00pm (Canberra time) 5 business days before the close date.**

---

**Version:** Version 1<sup>1</sup>

---

---

<sup>1</sup> Additional FAQs and edits will be highlighted in green throughout the document.

# Contents

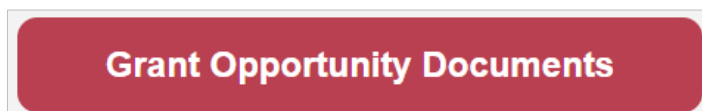
- 1. General Questions .....4**
  - 1.1 How do I access the documents for this grant opportunity? .....4
  - 1.2 When does the funding round open and close for applications? .....4
  - 1.3 What type of process is this grant opportunity? .....4
  - 1.4 Will further grant opportunities be available? .....4
  - 1.5 What is the assessment considering? .....4
  - 1.6 How will organisations be advised of the final outcome? .....4
- 2. Eligibility Questions.....5**
  - 2.1 Who is eligible to apply for this grant?.....5
  - 2.2 Who is not eligible to apply for this grant?.....5
  - 2.3 Additional eligibility criteria .....5
  - 2.4 Are National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program providers eligible to apply? .....5
  - 2.5 If I am a current CHSP provider who was recently approved for additional funding under the Commonwealth Home Support Programme (CHSP) Ad hoc Proposals Extension Grant Opportunity (GO5672) can I also apply for this Growth round?.....6
  - 2.6 Can I apply as a consortia?.....6
  - 2.7 Can the Department help me determine if I am eligible to apply? .....6
- 3. Funding Questions.....6**
  - 3.1 What is the total funding available for the grant? .....6
  - 3.2 What duration will funding be provided for? .....6
  - 3.3 What happens after 1 July 2025? .....6
  - 3.4 How much funding can I apply for?.....6
  - 3.5 What if I do not spend all the funding? .....7
  - 3.6 What if I receive partial funding? .....7
  - 3.7 Is it possible to receive funding before 1 October 2024? .....7
  - 3.8 Do I need to have capacity to deliver full funding if provided?.....7
  - 3.9 What can the grant funding be used for? .....7
  - 3.10 What can't the grant funding be used for?.....7
  - 3.11 If successful, when will I receive a grant payment?.....8
  - 3.12 How are grant payments distributed to successful applicants? .....8
  - 3.13 Are there any GST or income tax-related issues involved in receiving funding? .....8
- 4. Application Questions.....9**
  - 4.1 How do I submit an application for this grant opportunity?.....9
  - 4.2 Will late applications be accepted? .....9
  - 4.3 Where can I find my organisation ID? .....9
  - 4.4 How can I update my organisation's details?.....10
  - 4.5 What do I enter as the 'Service Area Type' details in the application form? .....10
  - 4.6 Can I get assistance in completing my application? .....10
  - 4.7 Can I print a PDF/ Microsoft Word version of the application form?.....10

4.8	How can I withdraw an application I have already submitted? .....	11
4.9	Can I submit more than one application? .....	11
4.10	I have accidentally submitted my application twice. Which application will be assessed? .....	11
4.11	Can I call my CHSP Funding Arrangement Manager to discuss my application? .....	11
4.12	If my application is not successful, can I appeal the decision? .....	11
<b>5.</b>	<b>Technical Application Form/Submission Questions .....</b>	<b>12</b>
5.1	When should I aim to submit my application after I have answered all the required questions? .....	12
5.2	I cannot see all the words in my text box, will it save? .....	12
5.3	What happens if I am unable to continue to the next tab/page/submit the form? .....	12
5.4	I cannot return to my draft application form, what can I do? .....	12
5.5	What amount should I enter in the 'financials' tab in the application form for the question "Provide a breakdown of the requested grant funding for the previously selected service area/s"? .....	12
5.6	What can I do if I have submitted my application but not received any email confirmation? .....	13
5.7	Changes to applications .....	13
5.8	How do I upload multiple documents where there is a one file limit for the question? .....	14
5.9	I am trying to upload an attachment however I am receiving an error message. How do I resolve the issue? .....	14
5.10	Is there a file size limit for attachments? .....	14
5.11	How long will applicants have to respond to any requests for information made by the department? .....	14
<b>6.</b>	<b>CHSP Growth 2024-25 Specific Questions .....</b>	<b>15</b>
6.1	General Questions .....	15
6.2	Questions about attachments .....	16
6.3	Questions about service types and Aged Care Planning Regions (ACPRs) .....	16
6.4	Questions about the unit price .....	17
6.5	Questions about the selection criteria .....	18
6.6	Questions about the Activity Work Plan .....	19

## 1. General Questions

### 1.1 How do I access the documents for this grant opportunity?

In order to access the grant opportunity documents, you need to be registered on [GrantConnect](#). Please search for the round reference number (GO6887) and then use the red **Grant Opportunity Documents** button (on the left-hand side of the page) to access the specific grant opportunity documents.



Where you have registered for [GrantConnect](#) and you still cannot access the system, please contact the GrantConnect Help Desk:

- Phone: 1300 484 145
- Email: [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au)

### 1.2 When does the funding round open and close for applications?

Applications for this grant opportunity opened on 16 April 2024 and close at 2pm (ACT time) on 31 May 2024.

### 1.3 What type of process is this grant opportunity?

This grant opportunity is a targeted competitive selection process. This means that the grant opportunity is open to all organisations who meet the eligibility criteria outlined in *Section 4: Eligibility Criteria* of the Grant Opportunity Guidelines.

The grant opportunity will be administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

### 1.4 Will further grant opportunities be available?

The Australian Government may at times provide growth funding to supplement various programs. These opportunities are advertised in the media and on the Australian Government [GrantConnect](#) website.

By registering on [GrantConnect](#) you will be notified as Grant Opportunities become available and have access to Grant Opportunity documents.

### 1.5 What is the assessment considering?

Please refer to the Grant Opportunity Guidelines, as listed on GrantConnect, specifically *Section 6: The assessment criteria*, *Section 7: How to apply* and *Section 8: The grant selection process*.

### 1.6 How will organisations be advised of the final outcome?

The department will advise the outcome of the grant opportunity, via email, to the primary contact listed in the application form. Please refer to *Section 7.3: Timing of grant opportunity processes* in the Grant Opportunity Guidelines for timeframes of announcements.

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

If you are unsuccessful, we will give you an opportunity to receive feedback. A request for individual feedback should be made to the department within 21 days of being notified of the outcome by responding to the outcome email. We will respond to your request for feedback in writing within 14 days.

## 2. Eligibility Questions

### 2.1 Who is eligible to apply for this grant?

Refer to *Section 4.1: Who is eligible to apply for a grant?* of the Grant Opportunity Guidelines for further details regarding eligibility.

For consistency, fairness, and probity reasons the department cannot give additional guidance to a potential applicant or advise if they are eligible to apply for grant funding. Applicants must refer to the Grant Opportunity Guidelines and other published information for this grant (e.g., addendums, additional frequently asked questions) and determine whether you or your organisation satisfies the eligibility criteria.

All applications undergo a compliance and eligibility check. If your application does not meet the eligibility criteria it will not progress to the next stage of assessment for grant funding.

### 2.2 Who is not eligible to apply for this grant?

As outlined in *Section 4.2: Who is not eligible to apply for a grant?* of the Grant Opportunity Guidelines (who is not eligible to apply): Applicants are **not eligible** to apply for this grant opportunity if they:

- are not listed as an eligible organisation in *Section 4.1: Who is eligible to apply for a grant?* of the Grant Opportunity Guidelines, and/or
- 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'.

### 2.3 Additional eligibility criteria

To be eligible applicants **must** be an existing Commonwealth funded provider of the following:

- Department of Health and Aged Care
- Department of Veterans Affairs (DVA), and/or
- National Disability Insurance Scheme (NDIS).

Refer to *Section 4.1.1: Additional eligibility criteria* of the Grant Opportunity Guidelines for further detail.

### 2.4 Are National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program providers eligible to apply?

If you are a NATSIFAC Program provider that is currently funded to provide residential and/or home care packages and are **directly delivering** these services (i.e., you are not a sub-contractor) in accordance with *Section 4.1.1: Additional eligibility criteria* you are eligible to apply.

## **2.5 If I am a current CHSP provider who was recently approved for additional funding under the Commonwealth Home Support Programme (CHSP) Ad hoc Proposals Extension Grant Opportunity (GO5672) can I also apply for this Growth round?**

If you are a CHSP Ad hoc Proposal Extension (GO5672) recipient and are in accordance with *Section 4.1.1: Additional eligibility criteria* of the Grant Opportunity Guidelines you are eligible to apply.

## **2.6 Can I apply as a consortia?**

Yes, please refer to *Section 4.1.1: Additional eligibility criteria* and *Section 7.2: Joint (consortium) applications* of the Grant Opportunity Guidelines for further details regarding eligibility and requirements of consortia applications.

As outlined in these sections of the Grant Opportunity Guidelines, the lead organisation must have a formal arrangement in place with all parties prior to execution of a grant agreement in the form of a letter of support from each party involved other than the lead organisation.

If your application is successful, the department will request copies of each letter of support before the grant agreement can be executed.

Information about what needs to be included in each letter of support is available in *Section 7.2: Joint (consortium) applications* of the Grant Opportunity Guidelines.

## **2.7 Can the Department help me determine if I am eligible to apply?**

The Department is unable to provide information on whether an applicant is eligible to apply for funding. You should consider whether you or your organisation satisfies the eligibility criteria contained in *Section 4.1: Who is eligible to apply for a grant?* in the Grant Opportunity Guidelines.

# **3. Funding Questions**

## **3.1 What is the total funding available for the grant?**

There is a \$100 million investment of funding in the 2024-25 financial year.

## **3.2 What duration will funding be provided for?**

Successful applicants who receive a funding agreement in the 2024-25 financial year under this Grant Opportunity will only receive funding for up to 9 months of service delivery, commencing from no sooner than 1 October 2024 and ending on 30 June 2025.

Funding awarded in 2024-25 will form part of the base funding for future years.

## **3.3 What happens after 1 July 2025?**

The department is in the process of progressing arrangements to extend funding for CHSP providers from 1 July 2025 – 30 June 2027. Applicants who are successful in becoming CHSP providers through the CHSP Growth Funding 2024-25 Grant Opportunity would be eligible to apply for the 2025-27 extension arrangements, once available.

## **3.4 How much funding can I apply for?**

The minimum annual grant amount is \$250,000 (GST exclusive). The department may award grant funding below this minimum annual grant amount, within the amount of available funds, subject to the number of applications received and assessed against the assessment criteria,

as necessary to meet objectives of this grant opportunity. Refer to *Section 3: Grant amount and grant period*.

The maximum grant amount should not exceed the amount of available funding outlined in *Attachment A* of the Grant Opportunity Guidelines for each service type and Aged Care Planning Regions ([ACPR](#)).

### **3.5 What if I do not spend all the funding?**

The department identifies the reason for under-expenditure of grant funds before determining how it is managed. Under-expenditure is managed under the terms of the grant agreement and options include varying the agreement, reducing, or withholding payments or recovering the underspend as a debt.

### **3.6 What if I receive partial funding?**

Your organisation should be prepared for cases in which your application is only successful for partial funding. Your organisation may be required to confirm your ability to deliver partially funded services before grant funding is provided.

### **3.7 Is it possible to receive funding before 1 October 2024?**

No. The department may negotiate early release of part of the funding total with successful applicants after a formal grant agreement has been executed. This may be for increased initial costs associated with new providers prior to service delivery commencing from no earlier than 1 October 2024.

### **3.8 Do I need to have capacity to deliver full funding if provided?**

The amount you apply for should be reflective of your organisation's capability to deliver efficient and effective service delivery of **all** service types applied for and across **all** ACPRs applied for, within the 9-month grant activity period in the 2024-25 financial year.

Your organisation may not be approved for all service types and / or ACPRs you apply for. You should ensure your organisation has the capacity / capability to deliver (individually) each service included in your application **and also** if approved, that your organisation has capacity and capability to deliver **all services applied for**.

It is expected that successful applicants do not require negotiations for partial funding (after being found suitable for full funding) due to an inability to deliver all services to all ACPRs applied for.

### **3.9 What can the grant funding be used for?**

Please refer to the Grant Opportunity Guidelines, specifically *Section 5: What the grant money can be used for*. Eligible grant activities must include the specified CHSP services (Domestic Assistance, Home Maintenance, Allied Health and Therapy, and Transport services only).

Further information on these services can be found in *Section 1.2.12* of the [CHSP Program Manual 2023-2024](#).

### **3.10 What can't the grant funding be used for?**

Please refer to the Grant Opportunity Guidelines, specifically *Section 5.4: What the grant money cannot be used for*.

Applicants particularly need to be aware of the following, noting the full list applies in all cases. You cannot use the grant for:

- delivery of service types and / or associated [ACPRs](#) that are **not** outlined in the table at *Attachment A – Priority Table*
- purchase of land
- paying ransom for ransomware, cyber-attack or any other type of cybercrime
- wages/salaries that do not relate to the direct delivery of eligible CHSP service types under this grant opportunity (Domestic Assistance, Home Maintenance, Allied Health and Therapy and Transport services)
- major capital expenditure, major construction/capital works
- the covering of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- subsidy of general ongoing administration of an organisation such as electricity, phone and rent
- overseas travel, and
- activities for which other Commonwealth, state, territory, or local government bodies have primary responsibility.

As per Section 1.2.13 of the [CHSP Program Manual 2023-2024](#) the purchase of vehicles, including buses, **can only occur with department approval.**

### **3.11 If successful, when will I receive a grant payment?**

Before payments are made a grant agreement must be signed by the grant recipient and the departmental delegate. Payments will then be made in line with the payment schedule in your grant agreement.

### **3.12 How are grant payments distributed to successful applicants?**

If your application is successful, before any payments are made, you must enter into a legally binding grant agreement with the department. Further information is available in *Section 10.1 of the Grant Opportunity Guidelines*.

As a direct service delivery CHSP provider, successful applicants will receive a standard monthly payment in arrears. This standard monthly payment is the total value of the grant agreement divided by the number of months remaining till 30 June 2025.

Payments will be released automatically in line with the grant agreement. Due to processing, it may take three to four business days before providers receive their monthly payment.

For further information refer to the [CHSP Program Manual 2023-2024](#).

### **3.13 Are there any GST or income tax-related issues involved in receiving funding?**

Please refer to the Grant Opportunity Guidelines, specifically *Section 10.4: Grants Payments and GST*.

The department is unable to provide taxation advice to you or your organisation. The department recommends you seek independent advice regarding the tax implications of receiving funding.



## 4. Application Questions

### 4.1 How do I submit an application for this grant opportunity?

Please refer to *Section 7: How to Apply* in the Grant Opportunity Guidelines. Detailed information on the application process is available on [GrantConnect](#). This includes specific instructions on how to submit your application for this grant opportunity and upload attachments. The Grant Opportunity Guidelines also detail any additional requirements to be attached to the application form. Submit your application form by the closing date and time as specified on [GrantConnect](#).

### 4.2 Will late applications be accepted?

The department will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable
- beyond the applicant's control
- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

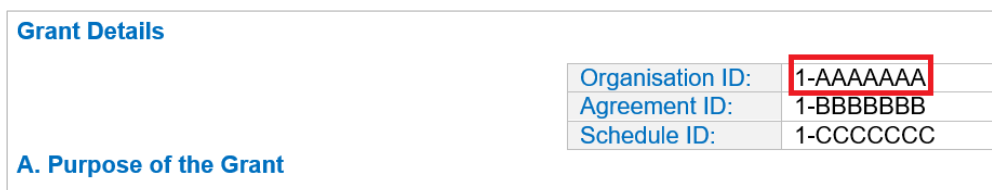
Applicants seeking to submit a late application should submit a request within 2 weeks of the grant closing date of 31 May 2024. Late application requests must be submitted via email to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) with "Late Application Request – GO6887" in the subject line.

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

The assessment committee Chair or their appointed representative will determine whether a late application will be accepted. Once the outcome is determined, the department will advise the applicant if their request is accepted or declined.

### 4.3 Where can I find my organisation ID?

If you are an existing grant recipient, your organisation's ID can be found on your current Grant Agreement with the department. The organisation ID is located in the top right-hand corner on the grant details page of your Grant Agreement (usually page 4, see screen shot below). The organisation ID is in the format of a combination of numbers, hyphens, and letters, e.g. 1-AAAAAAA (where "1" represents a number and "A" represents a letter or a number).



The screenshot shows a document titled "Grant Details" with a section "A. Purpose of the Grant". To the right, there is a table with three rows: "Organisation ID:" with the value "1-AAAAAAA" (highlighted in a red box), "Agreement ID:" with the value "1-BBBBBBBB", and "Schedule ID:" with the value "1-CCCCCCC".

Organisation ID:	1-AAAAAAA
Agreement ID:	1-BBBBBBBB
Schedule ID:	1-CCCCCCC

If you do not have access to the Grant Agreement, your Organisation ID can be found on any Recipient Created Tax Invoice (RCTI) provided to you by the department. For example, it will list a vendor number as FO1- AAAAAAA. When inputting the organisation ID to your application, please remove the FO reference, just use the ID, e.g., 1- FO1- AAAAAAA.

#### 4.4 How can I update my organisation's details?

If you need to update details on your existing grant agreement, please contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for this information.

#### 4.5 What do I enter as the 'Service Area Type' details in the application form?

The service area type field indicates the service areas relevant to the grant opportunity. For this grant opportunity **you can only select Australia**. This is by design.

You will nominate the service areas you will be applying for in the **Activity Work Plan**, which is a mandatory attachment and forms part of Assessment Criteria 3.

For each service type you will need to fill out the corresponding Activity Work Plan sheet (tab) in the spreadsheet template available on GrantConnect.

For more detail on filling out the Activity Work Plan template refer to:

- the Applicant Guide Applicant Guide - How to complete the Activity Work Plan available on GrantConnect, and
- *Section 6: CHSP Growth 2024-25 Specific Questions* of these Frequently Asked Questions.

#### 4.6 Can I get assistance in completing my application?

No, for consistency, fairness, and probity reasons the department cannot assist, comment, or give additional guidance to a potential applicant on how to complete an application form (including advice on whether you meet the eligibility criteria, or how to calculate your funding). Applicants must refer to the Grant Opportunity Guidelines (including any addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

However, if you are experiencing technical issues (e.g., unable to access the online application form) please send an email to [GrantConnect@finance.gov.au](mailto:GrantConnect@finance.gov.au) and include any screenshots of error messages (if applicable).

#### 4.7 Can I print a PDF/ Microsoft Word version of the application form?

No, the department does not provide an application form template as part of our suite of application documents.

The only way to view the application is by opening a new application form and working your way through. You can enter "dummy" answers to proceed through to the end of the form. You can then save this dummy application (without submitting) and change your answer at a later date (prior to the closing date and time of the grant opportunity).

There is no "PRINT" function in the application form. When an application form is submitted you will receive a Form Receipt email which specifies the submission reference, date and time and includes the attached pdf application form. This is the only proof of submission, and it is the responsibility of the applicant to ensure that this email has been received and that it is accessible within their organisation.

The department is unable to provide a copy of the application to you if you have deleted or lost the Form Receipt email.

#### **4.8 How can I withdraw an application I have already submitted?**

Please send an email to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) and include the following information:

- brief reason for the withdrawal
- name of your organisation
- submission reference number (located at the top right-hand corner of the application form page)
- name of the grant opportunity and GO ID (e.g., GO6887).

Please ensure the email is sent from the authorised contact listed on the application form.

#### **4.9 Can I submit more than one application?**

No. You cannot submit more than one application for this grant opportunity. If you accidentally submit two applications, the department will assess the last application received.

#### **4.10 I have accidentally submitted my application twice. Which application will be assessed?**

The department will assess the last application received as the final application. If you accidentally submit the same application twice, please email [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au), provide both submission reference numbers and clearly advise which application you wish to withdraw.

#### **4.11 Can I call my CHSP Funding Arrangement Manager to discuss my application?**

No. For consistency, fairness, and probity reasons your Funding Arrangement Manager cannot assist, comment, or give additional guidance to a potential applicant on how to complete your application including advice on whether you meet the eligibility criteria. Applicants must refer to the Grant Opportunity Guidelines (including any addendums and/or additional frequently asked questions or additional guidance material published on GrantConnect) for relevant information on how to complete their application.

#### **4.12 If my application is not successful, can I appeal the decision?**

No. The Department of Health and Aged Care's decision is final in all matters, including:

- the approval of the grant.
- the grant funding amount to be awarded; and
- the terms and conditions of the grant.

Refer to *Section 13.1: Enquiries and Feedback* of the Grant Opportunity Guidelines for information on feedback and making an enquiry.

## 5. Technical Application Form/Submission Questions

### 5.1 When should I aim to submit my application after I have answered all the required questions?

To avoid any submission issues, we recommend that you submit your application **at least 3 hours before** the closing date and time. This should allow sufficient time to address any errors that you may notice in your application after submission.

Submitting early will allow you to resolve any technical issues that you may experience during the submission of your application (any internet outages, system/submission error notifications) and you will be able to contact [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) with time to receive assistance to ensure your application is submitted on time.

### 5.2 I cannot see all the words in my text box, will it save?

This issue may be due to copying and pasting text from a document into the application form. If this happens, please check that you are within the character limit of the text box and remove all text formatting or paste values and text only.

### 5.3 What happens if I am unable to continue to the next tab/page/submit the form?

If you are unable to continue to the next tab/page/submit your application the form, there will be a red error message at the top of the page and ask you to resolve the following issue/s before proceeding. The form will not allow you to submit where validation errors exist. If you click on the error message it will take you directly to the question with the issue.

If you have addressed all the validation errors and you are still unable to submit the form, please provide a screen shot of the error(s) and send to [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).

### 5.4 I cannot return to my draft application form, what can I do?

If you have not submitted your application form and can no longer access the information, the grant opportunity has either closed or there may have been issues with your internet connection. The department has no record of your draft application and cannot retrieve any of your draft information.

Your application form will be accessible for 60 days from the last date accessed or the close date/time of the round, whichever date is earliest. After the 60-day time period has passed the form shuts down and is no longer available for amendments or submission (data cannot be retrieved once this time period has lapsed). You will need to submit a new application if the grant opportunity is still open.

We strongly encourage that you save a copy of all your draft answers outside of the application form (e.g., in a Microsoft Word document) so that in the event there is a technical issue, system outage or you lose the information that you have drafted, you can access your previously prepared answers.

### 5.5 What amount should I enter in the 'financials' tab in the application form for the question "Provide a breakdown of the requested grant funding for the previously selected service area/s"?

The Grant Opportunity Guidelines, specifically *Section 3: Grant amount and grant period*, specify the full amount of funding available in this grant opportunity.

Applicants should enter the full cumulative amount of funding being applied for across all service types / ACPRs for the 9-month maximum grant period in the 2024-25 financial year.

Successful applicants who receive a funding agreement in the 2024-25 financial year will only receive funding for up to 9 months of service delivery, commencing from no sooner than 1 October 2024 – 30 June 2025.

The amount entered in the 'financials' tab in the application form **must match the total funding reflected in the Summary Sheet of the Activity Work Plan.**

## 5.6 What can I do if I have submitted my application but not received any email confirmation?

After submission, the Form Receipt email can take up to 30 minutes to arrive in the nominated inbox. If you have not received a Form Receipt email after 24 hours, please email [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) and the department will investigate the issue.

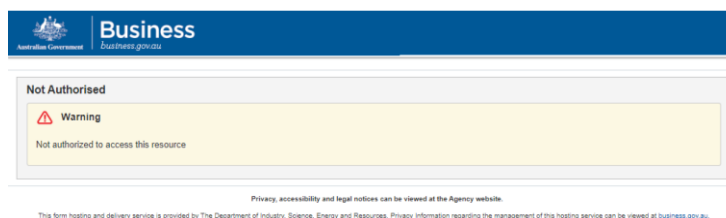
If your application was not received prior to the close date and time you may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The assessment committee Chair or their appointed representative will then determine whether an extension will be granted.

Refer to *Section 7.3.1: Late Applications* of the Grant Opportunity Guidelines for information on how late applications will be treated.

## 5.7 Changes to applications

### 5.7.1 Can I change my application after I have submitted but before the closing date and time?

After you have submitted your application, you are not able to re-access your form to make further edits. If you try and open your form using the Form Opened email you receive each time you re-access it (prior to submission) you will receive the below error message.



If you wish to make any changes to the form after you have submitted it, you will have to complete a new form (additional information cannot be provided via email). You must also contact [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) immediately to withdraw the previous application that you have identified as incomplete or requiring updating.

### 5.7.2 Can I change my application if I have noticed an error after the closing date and time?

Please refer to the Grant Opportunity Guidelines on [GrantConnect](#), specifically Section 7: *How to Apply*:

*'If you find an error in your application after submitting it, you should contact us immediately via [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au).*

*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 required, the department will contact you directly to clarify or ask for additional information to assess the application in accordance with the Grant Opportunity Guidelines.

## 5.8 How do I upload multiple documents where there is a one file limit for the question?

You can only upload one attachment to each attachment question within the form. If applicable, applicants should combine multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information in attachments should be relevant and concise as possible.

## 5.9 I am trying to upload an attachment however I am receiving an error message. How do I resolve the issue?

The file you are attempting to load may contain either unacceptable special characters or an invalid file extension. Acceptable characters are all alpha and numeric characters, full stops, single hyphen, and spaces. Please re-name the file and try again.

There may also be a document attached in the application with the same file name. You cannot upload two documents within the form with the same file name. Please rename the file and try again.

## 5.10 Is there a file size limit for attachments?

Yes, the size limit is 2MB or under per attachment.

If your attachment file sizes exceed 2MB, we recommend not to copy and paste data into spreadsheets as this may include unseen characters and add size to the file. We suggest you monitor the attachment size as you are entering the data, to ensure the file size does not exceed 2MB. If you are unable to limit the size of your documents, please contact [Grant.ATM@health.gov.au](mailto:Grant.ATM@health.gov.au) for further advice and assistance.

## 5.11 How long will applicants have to respond to any requests for information made by the department?

The department will request that applicants respond to requests for information **within five (5) business days** of receipt. If you need additional time to respond, please notify the department within 5 business days of receiving the request and outline the date by which you can provide the requested information. The department will consider reasonable requests for an extension of time to respond.

## 6. CHSP Growth 2024-25 Specific Questions

### 6.1 General Questions

#### 6.1.1 What is the purpose of the Grant?

The CHSP Growth Funding 2024-25 grant opportunity forms part of the extension of the CHSP program that was announced as part of the May 2023 Federal Budget. The CHSP Growth Funding 2024-25 grant opportunity will run from no earlier than 1 October 2024 to 30 June 2025.

This grant opportunity is a targeted growth round with a \$100 million investment of funding in the 2024-25 financial year, to increase the availability Domestic Assistance, Home Maintenance, Allied Health and Therapy, and Transport services. It seeks to attract new providers currently delivering other similar services that are focused on supporting the care economy.

Refer to *Section 2.1: About the CHSP Growth Funding 2024-25 grant opportunity*.

#### 6.1.2 Why is eligibility to apply restricted to the provider types outlined in the Grant Opportunity Guidelines eligible to apply?

This grant opportunity seeks to attract new and existing CHSP providers currently delivering other similar services that are focused on supporting the care economy, including those for aged care, Department of Veterans Affairs, and the National Disability Insurance Scheme. This supports cost effective service delivery across these programs where the pool of providers is from the same sector. Refer *Section 2.1: About the CHSP Growth Funding 2024-25 grant opportunity*.

#### 6.1.3 Is CHSP managed under the Aged Care Act?

At the time of publication of this document, the CHSP is not currently managed under the Aged Care Act.

However, applicants should ensure they are aware of:

- the [consultations on the implementation of the new Aged Care Act](#) (as part of the reforms to address the recommendations resulting from the Royal Commission into Aged Care Quality and Safety).
- the associated changes under the proposed new Aged Care Act that require organisations to apply and be registered with the [Aged Care Quality and Safety Commission \(ACQSC\)](#) to deliver funded aged care services.

The proposed new Aged Care Act will impact everyone who accesses or delivers aged care. This includes CHSP providers. Under the new Aged Care Act, providers who deliver NATSIFAC and CHSP services will be registered under the new Act and regulated by the ACQSC.

Applicants should be aware of the impacts of the new Aged Care Act. Information is available here: [What the new Aged Care Act may mean for you | Australian Government Department of Health and Aged Care](#).

#### 6.1.4 I am an existing CHSP service provider. If I am successful in receiving additional funding for services through this grant opportunity, will funding be provided through a standalone agreement, and what will this mean for my reporting requirements?

If you are an existing CHSP service provider and approved for funding under this grant opportunity **for delivery of additional services**, your existing CHSP program schedule and reporting requirements will be varied to reflect the additional funding and outputs you have

been approved for. You will be required to report against these new service delivery outputs as outlined in your funding agreement.

Organisations who are not an existing CHSP service provider will receive a CHSP grant agreement that will detail all reporting requirements.

## 6.2 Questions about attachments

### 6.2.1 What attachments do I need to attach to my application?

The Grant Opportunity Guidelines, specifically *Section 7.1: Attachments to the Application*, state that **all** the following documents **must** be attached to your application for it to be considered compliant and for it to proceed to assessment.

**All applicants must** attach:

- The **activity workplan** template that is complete and includes all relevant details **for each service type** applied for. This must specify the ACPR/s which you are applying to deliver, the number of units you anticipate being able to deliver, the associated unit price and the total budget applied for. Multiple activity workplans can be combined into one document.

For applicants who **are DVA, or NDIS providers only** (do not currently deliver any aged care services) you **must** also provide( as attachments to your application, where applicable) :

- a copy of your current accreditation or registration against relevant DVA or NDIS standards (**NDIS**: Accreditation against [NDIS Practice Standards](#), if applicable. **DVA**: Health care providers standards set by the relevant professional regulatory and/or representative body, if applicable) **and**
- a copy of your most recent performance report (where applicable). Applicants who are not able to do so will need to submit an attachment with further information about why these documents are not able to be provided.

For applicants who **are DVA, or NDIS providers only**, if you are unable to provide either of the above requested documents, you will need to provide a document outlining why these documents are not applicable and / or could not be provided.

### 6.2.2 What if I want to support my response to the criteria or application with extra information?

The Grant Opportunity Guidelines, specifically *Section 7.1: Attachments to the Application*, state that the department will not consider information in attachments that we do not request.

## 6.3 Questions about service types and Aged Care Planning Regions (ACPRs)

### 6.3.1 What are ACPRs and where can I find further information?

Aged care services in Australia are funded and delivered in regions called ACPRs. There are a total of 73 ACPRs across Australia.

The 2018 ACPRs are based on Statistical Area Level 2 (SA2) boundaries from the Australian Bureau of Statistics Australian Statistical Geography Standard 2016.

Eligible ACPRs for this grant opportunity is provided as an Attachment to the Grant Opportunity Guidelines: *Attachment A – Priority Table* and can be found on GrantConnect.



### **6.3.2 Where can I find more information on each CHSP service type?**

Eligible CHSP service types for this grant opportunity are:

- Domestic Services
- Home Maintenance
- Allied Health and Therapy Services
- Transport Services

Further information on CHSP service types is outlined in [CHSP Program Manual 2023-2024](#).

### **6.3.3 What are the priority ACPRs for this grant opportunity?**

The priority ACPRs for each of the eligible CHSP service types are outlined in *Attachment A – Priority Table* of the Grant Opportunity Guidelines available on GrantConnect.

### **6.3.4 Why can applicants only apply for some CHSP service types and ACPRs?**

The allocation of Growth funding is based on meeting the targeted geographic and service type needs of eligible clients for CHSP services. Analysis of data related to current service delivery gaps, demand, existing funded providers across Aged Care Planning Regions, and direct correspondence from older people unable to access the above service types has informed the priorities identified in this grant opportunity. Targeting funding in priority ACPRs will increase the availability of these services and reduce wait times in specific [ACPRs](#) where there are gaps in delivery. It will also support the care and support economy by accessing workforce from other care and support services.

Refer Section 2.1: *About the CHSP Growth Funding 2024-25 grant opportunity*.

### **6.3.5 Can I apply for funding for the eligible CHSP service types in ACPRs that are not listed as priority areas?**

No. The growth funding round is targeting priority CHSP services in specific ACPRs.

The department will direct funding to the identified priority services in priority areas only.

Applicants should align their application selection criteria response to the published priorities being targeted in this funding round. Applicants not addressing the priorities in their responses to the selection criteria may not be considered during this selection process.

## **6.4 Questions about the unit price**

### **6.4.1 How do I determine the Unit Price I am applying for?**

Funding to deliver CHSP services is comprised of 2 components:

- The Unit Price (the amount per unit you are seeking the Government to fund) and
- Client contributions.

Combinedly these sources of funding should cover the cost of delivering the CHSP service/s.

You should consider:

- what the cost will be to your organisation to deliver a Unit of service will be, and
- the associated National Unit Price Range applicable to the service type you are applying for, and
- what a reasonable Client Contribution towards the cost of the Unit of service is.

Unit Prices (which do not include client contributions) include all providers costs in delivering CHSP services including wages rent, insurances and other associated on costs. The subsidised funds (the amount per unit you are seeking the Government to fund), combined with the client contribution, make up the funding attributed to a service being delivered.

The Unit Price you are applying for is the amount per unit you are seeking the Government to fund.

#### **6.4.2 2024-25 Unit Prices**

From 1 July 2024, the National Unit Price Range will be indexed and adjusted accordingly. The CHSP National Unit Price Ranges for the 2024-25 financial year have been recently published on the department's website in the [Commonwealth Home Support Programme \(CHSP\) 2024–25 extension – Provider update fact sheet](#).

The Unit Price you apply for is expected to be within the range (minimum / maximum) stated in the [Commonwealth Home Support Programme \(CHSP\) 2024–25 extension – Provider update fact sheet for the service type your applying to deliver](#).

If you apply for a Unit Price that is outside of the published 2024-25 national unit price ranges, you should outline the reasons for this when addressing Assessment Criteria 3 (Value for Money).

#### **6.4.3 CHSP Client Contribution Policy**

CHSP service providers are expected to develop and implement a client contribution policy with a view to ensuring that those clients who can afford to contribute to the cost of their care do so, whilst also protecting those most vulnerable. The client contribution policy is designed to support the financial sustainability of the CHSP, whilst creating fairness and consistency in the way both new and existing clients contribute to the cost of their care.

Guidance on how to establish a client contribution policy/arrangements is outlined in the [National Guide to the CHSP Client Contribution Framework \(the Framework\)](#). Please note that the Framework uses 2022-23 CHSP National Unit Prices and the client contribution amount listed are indicative only and may not be suitable for all client contribution policies. However, these can be used as a guide in terms of a reasonable client contribution.

Additional information about Unit Prices is also found in the [CHSP Program Manual 2023-2024](#). Please note that the CHSP Manual currently reflects the 2023-24 Unit Price Ranges, so you will need to refer to the [Commonwealth Home Support Programme \(CHSP\) 2024–25 extension – Provider update fact sheet](#) for the 2024-25 National Unit Price ranges applicable to the service type/s you applying to deliver in 2024-25.

#### **6.4.4 How does the Fair Work Commission's (FWC) Stage 3 of the Aged Care Work Value case impact on the CHSP unit price?**

Decisions around the implementation of stage 3 of the FWC decisions on increased wages for aged care workers has not yet been finalised and are out of scope for this grant opportunity. Applicants who are successful in obtaining funding through this growth round will be eligible to apply for any future grant opportunities for CHSP providers that are implemented as a result of finalised FWC stage 3 decisions.

### **6.5 Questions about the selection criteria**

#### **6.5.1 What is the word limit for each criterion?**

Responses to each assessment criterion should be limited to approximately 750 words in the application form and as outlined in *Section 6: The assessment criteria* of the Grant Opportunity Guidelines.

### **6.5.2 Do I need to provide enough information to reach the specified word limit? Will I be disadvantaged during the application assessment phase if I do not reach the specified word limit?**

No. The word limit does not need to be reached in order for a response to be assessed as suitable. However, you should ensure your responses are robust, clearly cover all service types you are applying to deliver and provide sufficient information within the maximum specified word limits to ensure that your application will be competitive when assessed against the assessment criteria.

### **6.5.3 Can I provide more than the word limit?**

No. The online application form will not allow applicants to provide more information than the approximately 750-word limit.

Additional responses to the selection criteria provided in a separate attachment in the Attachment section of the online application form will not be considered.

### **6.5.4 What resources are available to assist in addressing the criteria?**

Applicants are strongly encouraged to read and understand all of the below resources before applying:

Documents published on [GrantConnect](#):

- The CHSP Growth Funding 2024-25 Grant Opportunity Guidelines (GO6887)
- Attachment A to the Grant Opportunity Guidelines – Priority Table
- The CHSP Growth Funding 2024-25 Grant Opportunity Applicant Guide – How to complete the Activity Workplan?

Documents published on the Department of Health and Aged Care website:

- the [CHSP Program Manual 2023-2024](#)
- [the Commonwealth Home Support Programme \(CHSP\) 2024–25 extension – Provider update fact sheet](#)
- [the National Guide to the CHSP Client Contribution Framework \(the Framework\)](#)

### **6.5.5 Is there any guidance or advice to assist in responding the criteria?**

No. For consistency, fairness, and probity reasons the department cannot assist, comment, or give additional guidance to a potential applicant on how to complete your application including advice on whether you meet the eligibility criteria or how to calculate the funding you are applying for. Applicants must refer to the Grant Opportunity Guidelines (including any addendums, guidance material and/or additional frequently asked questions) for relevant information on how to complete their application.

## **6.6 Questions about the Activity Work Plan**

### **6.6.1 How do I complete the Activity Work Plan?**

The Activity Work Plan is part of assessment criterion 3, refer to *Section 6: The assessment criteria of the Grant Opportunity Guidelines*. The Activity Work Plan (AWP) template provided with the Application Form is a spreadsheet which contains multiple tabs (sheets). Instructions on how to fill out the AWP can be found on the *Instructions* sheet, which is the first sheet in the template spreadsheet.

The AWP must have all fields completed. This includes:

- the breakdown of Sub-Service types
- the ACPR/s in which you are applying to deliver the service type

- the number of units you anticipate being able to deliver e.g., hours
- the associated unit price and
- the total budget applied for (this is automatically calculated based on what you add to the sheet).

For guidance on how to complete the AWP please refer to the CHSP Growth Funding 2024-25 Grant opportunity Applicant Guide – How to complete the Activity Workplan? Available on GrantConnect.

### 6.6.2 What is each sheet in the AWP for?

The Activity Work Plan, when completed, will include all information about the service types you are applying for and the associated funding you are applying for to deliver these services.

The Activity Work Plan template, published on GrantConnect, contains one sheet per service type, as well as several sheets of guidance information to assist you in filling it out.

The sheets are:

- Instructions
- A summary of the funding totals from each service type sheet completed (this will automatically populate as you fill out the AWP for each service type)
- Domestic Assistance AWP
- Home Maintenance AWP
- Allied Health and Therapy AWP
- Transport Services AWP

### 6.6.3 Which sheets in the AWP do I need to fill out?

You must submit an Activity Work Plan covering *each* CHSP Service Type you are applying for (Domestic Assistance, Home Maintenance, Allied Health and Therapy, and/or Transport Services).

This means your application should be submitted with **one** Activity Work Plan template attached, which contains **one** work plan (sheet) for each CHSP Service Type/s you are applying for.

### 6.6.4 What do I do with the sheets in the AWP that I don't need?

**Do not move, delete, or rename worksheets in this workbook.**

Any sheets for service types you **are not applying for** can be left blank. You can also hide the sheets you do not need by right clicking the relevant tab name and selecting "Hide".

### 6.6.5 How do I fill out an AWP for a certain CHSP Service Type?

You will need to have the following information for each CHSP Service Type you intend to apply for:

- which Sub-Service type you will be delivering
- which ACPRs you will be delivering each sub-service type in
- the Unit Price
- the number of units being delivered in each ACPR of each Sub-Service type within the maximum 9-month grant period (October 2024 – June 2025)

A new row in each sheet is required for each ACPR your organisation will deliver that CHSP Sub-Service Type in (for example, if you are applying to delivery Domestic Assistance in 2 ACPRs, you will need to complete 2 rows on that sheet, one for each ACPR). Once you have entered the details in each row, the total amount of funding for a 9-month service delivery

period and the projected amount of funding (and units to be delivered) for a full 12-month delivery period should automatically calculate. All amounts are exclusive of GST.

#### **6.6.6 Why does the AWP auto-calculate funding amounts for a 9-month period as well as a 12-month period?**

The amount of funding auto-calculated in the column titled 'CHSP Growth Funding Amount For FY 24-25' is the maximum amount of funding that an applicant should be applying for under this grant opportunity for up to 9 months of service delivery in 2024-25.

The amount of funding auto-calculated in the column titled 'Annual Funding Projection' reflects the projected amount of funding that would be required to deliver services for a full 12-month period for future years.

#### **6.6.7 What if there are inconsistencies between my application form and activity work plan?**

You need to ensure that the information in the AWP and the online application form match, specifically:

- The service types applied for in the application form match the service type sheets completed in the AWP.
- The TOTAL funding being applied for matches the TOTAL funding for the maximum 9-month period reflected in the summary sheet in the AWP.

If the department identifies an error / inconsistency in your application and requires clarification, we may request additional information.