

Volunteer Management Activity 2022-26 Project Guidelines for Applicants

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Guidelines for Applicants

Introduction

These guidelines contain information for the Volunteer Management Activity (VMA) 2022-26 Project Framework.

Please read these guidelines before filling out an application.

This document sets out:

- the purpose of the project opportunity
- the eligibility and assessment criteria
- how project applications are considered and selected
- how successful applicants are notified and receive project payments
- how project delivery will be monitored and evaluated
- responsibilities and expectations in relation to the opportunity.

About this program.

On 1 July 2021 The Centre for Volunteering (The Centre) was awarded funding by the Department of Social Services (DSS) to build the capacity of Volunteer-Involving Organisations.

The Volunteer Management Activity 2021-26 represents a significant shift of services based on a national review commissioned by the Department of Social Services (DSS). Information about the review and redesign can be found on the [DSS website](#).

The new VMA focus is:

- The delivery of online services in volunteer management to build the capacity of VIOs and volunteer managers
- Breaking down of barriers to volunteering faced by identified groups.
- An increase in service coverage across regional, rural, and remote areas.

The Centre is seeking suitable providers/organisations to undertake projects in the second of the two VMA objectives: breaking down barriers to volunteering. For this partnership round, proposals which will assist volunteer managers to break down the barriers to volunteering for the following groups will be eligible: First Nations Peoples, Newly Arrived Migrants, People with Disability, Vulnerable Women, Young People aged 12-18, People who are unemployed; and Older persons.

Lead agency: The Centre for Volunteering

The Centre is the state peak body for volunteering in New South Wales. Our work has a strong focus on advocacy, sector development and the promotion of meaningful and purposeful volunteering. Our role is to lead the growth of a collaborative, sustainable, thriving volunteering community and movement in New South Wales.

The Centre firmly believe that resilient communities are built on the contribution of empowered and active volunteers across New South Wales from every walk of life.

Funding source: The Department of Social Services Families and Communities Program

The Volunteer Management Activity (VMA) is an element of the broader Department of Social Services (DSS) Families and Communities Program (DSS Outcome 2.1). The Families and Communities Program (the Program) aims to strengthen relationships, improve well-being of children and young people, reduce the cost of family breakdown, and strengthen family and community functioning.

The Program aims to provide a foundation for integrated, community led program delivery that understands and meets local needs and promotes innovation and collaboration.

Funding for this project partnership program comes from the Department of Social Services. The Centre has established a governance framework that aligns with the [Commonwealth Grants Rules and Guidelines 2017](#) (CGRGs).

The Volunteer Management Activity

The Centre is collaborating with all state and territory Volunteer Peak Bodies (VPBs) to ensure national consistency of best practice resources and streamlined delivery of the new VMA program. The following framework for the VMA, reflects the shared aspirations and approach to the delivery of this program.

Vision: Thriving volunteering that is valued, inclusive, diverse, resourced, recognised and contributes to the common good.

Mission and public value proposition: Promote and support organisational excellence in volunteer leadership for the prosperity of communities and people in all parts of Australia, by:

- Reducing barriers to volunteering
- Boosting participation in volunteering
- Improving the culture of volunteer-involving organisations (VIOs) to better include a broader cross-section of society.
- Supporting healthy and thriving communities
- Ensuring volunteering is understood and recognised.
- Acknowledging the true value of volunteering
- Building positive volunteering experiences

Collectively this program will create a thriving volunteering culture, which meets the changing demands for capable and committed volunteers in local communities across Australia.

Project-Based Framework

The Centre has become a Prime Provider due to the changes to the design of Volunteer Management Activity funding. A prime or lead provider model, involves a commissioning approach whereby a government contract is awarded to a high-level organisation (e.g. The Centre) that has the responsibility of organising and managing a group of providers.

Driven by a desire to best implement the VMA 2022-26 at a jurisdictional level and optimise the success of the program, The Centre engaged the [LDC Group](#) to review and provide advice on a framework for service provision. This Project-Based Framework (PBF) model has been chosen as it provides:

- Flexibility to fund new opportunities
- Greater strategic oversight
- Utilise data to plan & prioritise
- Identify, facilitate & utilise specialist expertise, e.g. First Nations organisations
- Encourage & support new ideas & innovation

The Centre adopted recommendations from the review and is seeking suitable providers/organisations to partner with The Centre to undertake projects to support volunteer managers and VIOs to engage with diverse groups of volunteers.

Project Partnerships

The Centre will, through an open application process, partner with external organisation on projects that will deliver advice, support and resources to help enable volunteering by members of identified groups. **Projects will build the capacity of volunteer managers and VIOs to better engage with and support these volunteers in a meaningful and respectful manner.**

Projects must be online/digital (online refers to using services such as telephony and broadband networks). No face-to-face projects will be funded this round. Projects which can be provided across regional, rural and remote areas will be preferred.

Project will support VIOs and volunteer managers across the sector, not limited by individual volunteering programs, organisations, geographic regions/service areas, to engage volunteers from identified groups.

Applicants will be asked to complete an application form which outlines a project, of their own design, which will help support and enable volunteering. We are looking for subject matter and sector experts to propose projects to help inform and design this vital part of the VMA program and delivery. The materials developed/programs designed and IP from all projects will then be owned by The Centre to support VIOs and volunteer managers to engage volunteers from identified groups.

The identified groups included in this round are:

- First Nations Peoples
- Newly Arrived Migrants¹
- People with Disability²

¹ Newly Arrived Migrants within their first 5 years of settlement.

² The *Disability Discrimination Act 1992* (Cth) defines disability as:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction

- Vulnerable Women
- Young People³
- People who are unemployed; and
- Older persons⁴

Funding Available

The Centre for Volunteering has made available a project pool of \$400,000 to organisations who can undertake projects that seek to achieve these aims.

Collaboration between partner organisations and state and territory Volunteering Peak Bodies

Collaboration between partner organisations and The Centre is expected and will minimise duplication, improve practices, and ensure consistency of service provision.

Organisations will be required to provide The Centre with information requested for this purpose ensuring the effectiveness of the VMA at a national level and meet monthly with a program co-ordinator.

The Centre will work with successful recipients to develop an appropriate performance measurement framework (in line with national agreements) that will outline measurable targets that demonstrate the outcomes achieved under this program.

Activity period and timing of the project process

Projects will be sought from the sector annually. The efficacy and outcomes of the projects and Project-Based Framework will be reviewed by Centre Staff before the next round of projects is sought.

Receipt of project funding is dependent on organisations meeting their requirements as per the Project Application Form, Project Management Services Agreement, the agreed reporting standards and Federal Government funding of The Centre under the VMA grant.

The level of funding each organisation is eligible to receive under this opportunity is determined by the project scope and outcomes.

Projects must commence and be completed within the 2023-2024 financial year.

• a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour
and includes disability that:

- presently exists
- previously existed but no longer exists
- may exist in the future

is imputed to a person (meaning it is thought or implied that the person has disability but does not).

³ Aged 12-18

⁴ People aged over 65.

Eligibility criteria

Who is eligible to submit a proposal?

Applications must satisfy ALL eligibility criteria to be considered.

Organisation hurdle requirements

The following hurdle requirements are mandatory requirements that must be met by an organisation in-order for the application to be considered.

- Will not be in receipt of funding for the same activity from State or Local Governments
- Is financially viable (and can be demonstrated by audited financial statements)
- Is not included in the list of organisations that did not join the National Redress Scheme⁵
- Adopts child safe practices and will complete a Compliance Report relating to Child Safety if required⁶
- Has cultural competency skills (if applicable)
- Has an understanding of the volunteering sector
- Demonstrated working relationships with one or more of the identified groups
- Has no reason to believe that it is not a fit and proper entity to partner for the delivery of Australian Government funded services
- Have appropriate systems in place to meet data and reporting obligations outlined in the Management Services Agreement
- Have an Australian Business Number (ABN) or be willing to provide a Statement by Supplier Form (reason for not quoting an ABN). Please refer to the [Australian Tax Office](#) for further information
- Have documentation demonstrating professional indemnity and public liability insurance of at least \$20 million for any one claim and an annual aggregate of \$20 million.

Organisations should also consider the following key project outcomes before applying:

- Demonstrated working relationships with one or more of the identified groups with a co-design approach
- Understanding of barriers and enablers to volunteering for identified group(s)
- Demonstrated understanding and practices to promote inclusion
- Knowledge of capacity building approaches for volunteer-involving organisation(s)
- Able to demonstrate governance and evaluation processes in project design
- Project demonstrates consideration for promoting innovation and reducing duplication

Financial Viability

Applicants must confirm that the organisation they are applying on behalf of is financially viable (not operating a current year deficit).

Applicants may be subject to a financial viability assessment. The financial viability assessment forms part of the risk mitigation strategy and can include:

- Establishing whether relevant persons have any adverse business history (e.g. current or past bankruptcy)
- Assessment of the financial health of an entity

⁵ <https://www.nationalredress.gov.au/institutions/institutions-have-not-yet-joined>

⁶ <https://www.dss.gov.au/child-safety-for-dss-funded-organisations>

The Centre will advise if your organisation is subject to a financial viability assessment.

What can project funding be used for?

Eligible activities

The Centre will partner, through an open application process, partner with external organisation on projects that will deliver advice, support and resources to help enable volunteering by members of identified groups. **The projects will build the capacity of volunteer managers and VIOs to better engage with and support these volunteers in a meaningful and respectful manner.**

The identified groups included in this round are:

- First Nations Peoples
- Newly Arrived Migrants
- People with Disability
- Vulnerable Women
- Young People aged 12-18
- People who are unemployed; and
- Older persons

Project activities may include information, examples, stories, procedures and guidelines, surveys, checklists, resources, social media content, videos, case studies and training relating to the identified groups. This list is not comprehensive but designed to assist project applications and ensure proposed activities meet the VMA guidelines.

To assist in developing your applications, The Centre has outlined some activities which may be in scope versus out of scope for delivery under the project-based program. Please refer to the *VMA 2022-26 Projects In and Out of Scope Activities* document for this information. This list is not comprehensive but designed to ensure project applications and proposed activities meet the VMA Guidelines.

Eligible locations

Projects must be online/digital (online refers to using services such as telephony and broadband networks). No face-to-face projects will be funded this round. Projects which can be provided across regional, rural and remote areas will be preferred.

Projects will support VIOs and volunteer managers across the sector, not limited by individual volunteering programs, organisations, geographic regions/service areas, to engage volunteers from identified groups.

Eligible duration

Proposed projects must not exceed twelve (12) months in length but can be less than this. Should your proposed project have stages/phases that exceed 12 months, these should be detailed for consideration for funding in subsequent years. Approval of a project does not guarantee that a project will be funded in subsequent years, and it is expected that successful projects will be completed and achieve objectives regardless of additional stages/phases being funded or not.

Eligible expenditure

You can only spend project funding on eligible expenditure you have incurred on agreed project activities. Eligible expenditure items are:

- Project activity costs
- Staff salaries and on-costs which can be directly attributed to the provision of the project
- Operating and administration expenses up to 20% directly related to the project

What the project funding cannot be used for

You cannot use the project funding for the following activities:

- purchase of land
- major construction or capital expenditure
- the covering of costs incurred prior to approval of the project
- subsidy of general ongoing administration of an organisation e.g electricity, phone and rent
- costs to attend and travel to conferences
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility
- activities that duplicate other jurisdictional and national resources.

Please note that funding cannot be used for any costs incurred in the preparation of your project application or documentation related to the project application process.

Assessment criteria

Applications will be assessed against all criteria in the application form.

Criterion 1 – Overview and Implementation

When addressing the criterion strong applicants will:

- demonstrate impact and alignment with the NSW objectives and principles
- show how the project will deliver valuable tools/resources/support which will build the capacity of volunteer managers
- demonstrate strategies to build the capacity of volunteer managers to break down barriers to volunteering for identified groups
- specify clear measures of success which the project will achieve to break down the barriers to volunteering
- define clearly project phases, deliverables, dates and dependencies.

Criterion 2 – Participation - Key Stakeholders and Enablers

When addressing the criterion strong applicants will:

- Detail relevant stakeholders with whom they will engage to enable success.
- demonstrate cultural knowledge sharing/educational capacity and engagement or developed relationships with relevant organisations, people and identified groups including a co-design approach to address strategies to increase volunteering.

Criterion 3 – Governance and Administrative Structures

When addressing the criterion strong applicants will:

- provide details of the administrative structures that will support the activity including:
 - business continuity planning
 - budget management
 - governance
 - meeting reporting / KPI requirements.

Criterion 4 – Risk Assessment

When addressing the criterion strong applicants will:

- identify the key risks and issues of the project as well as any mitigation measures that may be established (e.g regarding the loss of project personnel).

Criterion 5 – Budget

When addressing the criterion strong applicants will demonstrate their ability to evidence value for money by:

- Providing clear details and breakdowns of the project budget expenses
- Demonstrating value for money:
 - Costs are comparable with other applications
 - Wages are consistent with sector awards
 - Project overheads are reasonable.

How to apply?

Before applying, applicants must read and understand these guidelines. To apply applicants must:

- Meet all hurdle requirements
- Meet all eligibility criteria
- Complete and sign the *VMA 2022-26 Project Application Form* and provide all required information
- Be an authorised signatory for the organisation (e.g. Chief Executive Officer, President, Chairperson, Treasurer or Secretary)
- Submit your application online by emailing it to vma@volunteering.com.au before the project application period closes.

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](#) and we will investigate any false or misleading information and may exclude your application from further consideration.

If you are reading these guidelines on behalf of someone else and that person is experiencing any barriers to completing the application, please contact us at vma@volunteering.com.au so that we are able to support them to apply.

Please note: You cannot change your application once it has been submitted. You should keep a copy of your application and any supporting documents. No late applications will be accepted.

Timing for this project opportunity

You must submit an application between the published opening and closing dates.

We may request further information for further assessment of your application to proceed.

For 2022/23 the key dates are:

Organisation applications	Opening date	Monday 13 February 2023
	Closing date and time	Thursday 6 April 2022 at 12noon (AEDT)

Register interest if seeking to apply

Organisations seeking to lodge an application are encouraged to register interest by completing the online [Registration of Interest form](#) on The Centre's website. This will enable The Centre to distribute project application updates and responses to questions of clarification to all interested parties.

Questions during the application process

If you have questions about any part of the application process email vma@volunteering.com.au.

To ensure fairness and consistency of information and responses no one-on-one enquiries will be responded to. Questions received will be answered through the use of a developing enquiries document which will be updated and distributed to all parties who have registered their interest through the online [Registration of Interest form](#).

This procedure will also follow for enquiries/questions received by phone. Information will not be provided one-on-one. All parties enquiring by phone will be asked to submit questions by email and responses will be issued to all interested parties as above.

Project selection process

Assessment of project applications

The selection panel will review each application against the basic hurdle requirements and assessment criteria. Your application will be considered on its' merits, based on how well it meets the assessment criteria. Referee checks of organisations may be requested by The Centre for Volunteering.

Who will assess and select applications

Applications will initially be assessed for relevance and eligibility.

Applications will then be assessed by both internal and external representatives with sector experience.

All applications will be assessed using a common appraisal process, with information contained by applicants in the VMA 2022-26 Project Application Form. Additional information will not be taken into account. If the panel requires further knowledge or documentation other than contained in the application form your organisation may be contacted to provide further information. The reasons for this will be documented.

Recommendations for the final outcome of the project selection process will be made to the CEO of The Centre by the assessors. The decision of the CEO will be final.

DSS Approval of project applications

The Department of Social Services is required to approve in writing any funding partnerships that are established with The Centre. The Centre cannot confirm successful project applications until approved by the Department.

Notification of application outcomes

All applicants will be notified in writing of the outcome of their application.

Names of successful applicants, the nature of the project to be undertaken and funds allocated will be published on The Centre for Volunteering's website.

Feedback on individual applications will not be given.

If you are successful, you will be advised of any specific conditions attached to the project.

Successful project applications

Successful applicants will be notified via email with a *VMA 2022-26 Project Management Services Agreement*. Successful organisations will also be listed on The Centre's website.

Project Management Services Agreement

The *Project Management Services Agreement* is an agreement between the Organisation/Contractor and The Centre. All partners are required to complete and sign the Agreement.

You will have 10 business days from the date of a written offer to sign and return the Agreement. Under certain circumstances, we may extend this period. We base the approval of your project on the information you provide in your application.

Where a partner fails to meet the obligations of the agreement, The Centre may terminate the agreement.

Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Department of Social Services requires Commonwealth funded third parties to submit an annual statement of compliance (**Statement of Compliance**) to declare that they comply with the child safety requirements of the Commonwealth Child Safety Framework (**Framework**).

Completion of a statement of compliance will be required by Project Partners.

Partners must adopt child safe practices and complete a compliance report relating to child safety at the beginning of the project.

- You must always comply with the respective state and territory legislative requirements for working with children and mandatory reporting.

Multicultural access and equity

The Centre upholds the Australian Government's [Multicultural Access and Equity Policy](#).

Applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills. In addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into project applications.

How we pay the funding

The *Project Management Services Agreement* will state the:

- activity requirements
- maximum funds amount to be paid
- the payment amount and payment periods
- reporting milestones.

Any additional expenditure incurred during the delivery of the activity will not be funded under this agreement.

Payments and GST

Payments will be made as outlined in the *Project Management Services Agreement* by The Centre for Volunteering. It will note the GST exclusive amount and reference the GST amount to be paid.

Payments made will be GST inclusive. If you receive funds, you should consider speaking to a tax advisor about the effect of receiving funding before you enter into an agreement. You can also visit the Australian Taxation Office website for more information.

Payment of approved and acquitted project funds will only be transferred into a bank account in the name of the organisation which applied for funding. Payment of funds to a personal bank account is not permissible.

Payment Schedule

- The first payment of 50% of the agreed Service Fee will be made upon completion of signing of all documentation; Management Services Agreement, Statement of Work, AWP and Child Safety Compliance Report
- The second payment (25% of agreed Service Fee) can be invoiced at mid-contract point when a compliant mid-term AWP report has been submitted and approved.
- The third payment (25% of agreed Service Fee) can be invoiced at the end-contract point when a compliant Final AWP report and additional 'findings' report has been submitted and approved.

Payments will be issued within 30 days from receipt of the invoice. NOTE: payments are always subject to the receipt of project funding (including the Funding) by the Principal.

How we monitor your project activity

Keeping us informed

Your responsibilities

If successful, you must carry out the project activities in accordance with these guidelines and the *Project Management Services Agreement*.

You will be responsible for:

- meeting the terms and conditions of the *Project Management Services Agreement* and managing the activity efficiently and effectively
- meeting milestones and other timeframes specified in the *Project Management Services Agreement*;
- complying with record keeping, reporting and acquittal requirements in accordance with the Agreement
- participating in project program evaluation as necessary for the period specified in the Agreement
- ensuring that the project activity outputs and outcomes are in accordance with your AWP

You need to inform us in writing, of any 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 because of these changes.

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 the terms and conditions under the *Project Management Services Agreement*, you must contact us immediately.

The Centre's responsibilities

The Centre will:

- meet the terms and conditions set out in the *Project Management Services Agreement*.
- provide timely administration of the funding.
- evaluate the partner's performance.

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.

Reporting

The Organisation must have a system in place to meet their data collection and reporting obligations outlined in their *Project Management Services Agreement*.

You must submit reports in line with the *Project Management Services Agreement* and AWP. We will expect you to report on:

- progress against agreed project activity milestones and outcomes.
- expenditure of your funds.

Reports need to be signed by an authorised signatory.

Progress reports

Mid-point project progress reports must:

- include evidence of your progress toward completion of agreed activities and outcomes.
- 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 activities).

You must tell us of any reporting delays as soon as you become aware of them.

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 activity.

Final report

When you complete the project activity, you must submit a final report, including a financial acquittal

Final reports must:

- identify if and how outcomes have been achieved
- include the agreed evidence as specified in the *Project Management Services Agreement* and AWP.
- identify the total eligible expenditure incurred
- be submitted by the due date and in the format provided in the *Project Management Services Agreement*.

In addition to a final AWP the partner must complete a final 'findings' report containing:

- A case study
- A success story, or
- A lesson learnt report.

This information will help inform future program design by building a library of stories and learnings for the project partnerships program.

Project agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your project agreement. You can request a variation by contacting The Centre at VMA@volunteering.com.au.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the funding agreement and the likely impact on achieving outcomes.

Record keeping

We may also inspect the records you are required to keep under the *Project Management Services Agreement*.

Evaluation

We will evaluate the performance of all project recipients, the efficiency of implementation and the effectiveness of the VMA project in meeting outcomes. We may contact you up to one year after you finish your project for more information to assist with this evaluation.

Acknowledgement

All publications related to the project under the program must acknowledge The Centre and the Commonwealth as follows:

Funded by The Centre for Volunteering and the Australian Government Department of Social Services.

Probity

The Centre will be responsible for ensuring that the project assessment process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct, and is consistent with the [Commonwealth Grants Rules and Guidelines](#) (CGRGs).

Enquiries and feedback

All complaints about this project opportunity and/or selection process may be made in writing to: vma@volunteering.com.au. All complaints will be treated confidentially and investigated appropriately in accordance with The Centre's [Complaints Policy](#).

Conflicts of interest

Any conflicts of interest could affect the performance of the project opportunity or program. There may be a conflict of interest, or perceived conflict of interest, if The Centre staff, any member of the selection panel and/ or you or any of your personnel has a:

- professional, commercial, or personal relationship with a party who can influence the application selection process, (e.g. an Australian Government officer or member of an external panel)
- relationship with or interest in, an organisation that is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation partners with The Centre under the project program/ project opportunity.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest. If later you think there is an actual, apparent, or perceived conflict of interest as part of the project process, you must inform The Centre in writing immediately.

Privacy

We treat your personal information according to the [Privacy Act 1988](#), the [Australian Privacy Principles](#). In submitting a project application under this opportunity, you agree to The Centre collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of project administration. If you do not provide this information, we cannot assess your application.

We may share the information you give us in your application, including personal information, with nominated personnel such as the selection panel and the Department of Social Services. The information submitted will only be handled by Centre staff with responsibility for managing the VMA program.

As part of your application, you must declare your ability to comply with the Privacy Act 1988 and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity.

Confidential Information

Other than information available in the public domain, you agree not to give out to any person or organisation, other than The Centre for Volunteering, any confidential information relating to the project application and / or agreement, without our prior written approval.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- The Centre for Volunteering employees and contractors to help us manage the program effectively
- Employees and contractors of The Centre for Volunteering so we can research, assess, monitor and analyse our programs and activities
- The Department of Social Services.