**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**

Queensland Disability Advocacy Program

**1 January 2022 to 30 June 2023**

Grant Program Guidelines

June 2021

**Opening date: 5 July 2021**

**Closing date and time: 5:00pm, 16 August 2021**

**Type of grant: Open round**

# About the Grant

## Background

Disability advocacy supports people with disability to safeguard their rights, experience equality and overcome barriers that can affect their ability to participate in the community.

Advocacy is central to achieving the Queensland Government commitments articulated in *All Abilities Queensland: Opportunities for All* - State Disability Plan to continue building the inclusiveness of Queensland’s communities, so people with disability, their families and carers can access opportunities on the same basis as everyone else. This commitment will remain as the revised National Disability Strategy for 2021-2030 is developed and then implemented in Queensland through the new state disability plan.

The Queensland Government provided base funding of $8.1 million for disability advocacy services over two years from 2019-20 to 2020-21, during which time Queensland’s transition to full scheme National Disability Insurance Scheme (NDIS) was a focus.

On 23 March 2021, the Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships announced the Queensland Government’s support to extend the base funding for disability advocacy services by a further two years. This funding will be distributed via the Queensland Disability Advocacy Program open grants round for the period 1 January 2022 to 30 June 2023.

The Queensland Government is working with the Federal Government, which is leading a demand and gap analysis of independent disability advocacy and decision-making supports that will inform longer term funding arrangements for disability advocacy services beyond 1 July 2023.

## Introduction

These guidelines contain information for Queensland Disability Advocacy Program grants and must be read before filling out an application. Please read the Grant Program Guidelines carefully to ensure your application meets the eligibility and program requirements.

The guidelines set out:

* The program objective
* Funding available for 2021-2023
* What will and won’t be funded
* Eligible expenditure
* Eligibility criteria
* Assessment criteria
* Application process

## Program objective and purpose of the grant

The Queensland Disability Advocacy Program will provide grants to organisations to deliver individual advocacy services to Queenslanders with disability, their family members and carers that supports them to safeguard their rights, experience equality and overcome barriers that can affect their ability to participate in the community and access services.

Although Queensland’s transition to the NDIS may have created greater point-in-time focus on NDIS for advocacy services, the Queensland Disability Advocacy Program is intended to support and be accessible to all Queenslanders with disability, in all locations and of all ages and disability types, including people with impared decision making capacity.

This includes assisting and supporting people with disability:

* in understanding their rights
* in navigating the National Disability Insurance Scheme and other mainstream services
* in addressing gaps in support
* to address discrimination, conflict, and unfair treatment
* to make informed decisions
* to build capacity to advocate for themselves
* ensure their fundamental needs are being met
* through legal matters
* with information and referral to disability to support services, and
* in highlighting special needs arising during active disaster events, including natural disasters and pandemic related lockdowns or other public health related restrictions.

## Target group/service users:

Queensland Disability Advocacy Program grants will be used to support all Queenlanders with disability across all disability types, including but not limited to:

* People with disability in rural and remote areas of Queensland
* First Nations people with disability
* People with disability from culturally and linguistically diverse backgrounds
* Younger people with disability

## Geographic catchment area/location

* Queensland Disability Advocacy Hub – statewide
* Specialist Individual Advocacy services – statewide
* Regional Individual Advocacy services – aligned for consistency and convenience with National Disability Insurance Scheme (NDIS) regions and Local Government Areas (see Appendix 1)

## Timeframe

|  |  |
| --- | --- |
| **Grants Open** | 5 July 2021 |
| **Grants Close** | 16 August 2021 |
| **Assessment of applications** | 4 weeks |
| **Applicants advised of Outcome** | By 15 October 2021 |
| **Grant service agreements commence** | 1 January 2022 |
| **Grant service agreements end** | 30 June 2023 |

## Please note that these timeframes may change at the department’s discretion.

## Funding Available 2021-2023

The total amount of funding available through this grant round is $5.9 million for the period 1 January 2022 to 30 June 2023 (18 months). The funding available in 2021-22 is equal to six months of the total funding allocation for that year.

The funding available under this grants round is divided into three categories/service types:

**Queensland Disability Advocacy Hub** – the maximum amount available is:

|  |  |
| --- | --- |
| **2021-22** | **2022-23** |
| $250,000 | $500,000 |

**Specialist Individual Advocacy** – the maximum amount available, per Specialist Disability Advocacy service type, is:

|  |  |
| --- | --- |
| **2021-22** | **2022-23** |
| $150,000 | $300,000 |

**Regional Individual Advocacy** –the total funding available for each region is determined based on the proportion of people with disability in each region according to 2016 Census data:

|  |  |  |
| --- | --- | --- |
| **Region** | **Total Funding Available 2021-22** | **Total Funding Available 2022-2023** |
| Beenleigh | $146,910 | $293,819 |
| Brisbane | $219,483 | $438,965 |
| Bundaberg | $40,935 | $81,869 |
| Caboolture/Strathpine | $144,572 | $289,144 |
| Cairns | $68,058 | $136,115 |
| Ipswich | $113,561 | $227,121 |
| Mackay | $37,960 | $75,920 |
| Maroochydore | $113,794 | $227,589 |
| Maryborough | $71,967 | $143,935 |
| Robina | $131,324 | $262,648 |
| Rockhampton | $61,641 | $123,282 |
| Toowoomba | $79,245 | $158,490 |
| Townsville | $70,427 | $140,854 |

## What will be funded

Funding will be provided to successful applicants to deliver the following services:

Queensland Disability Advocacy Hub

One successful applicant will be funded to provide:

* A leadership role on advocacy issues state-wide including identification and action on systemic issues, presentations to industry and government, advice to the Minister, Queensland Disability Advocacy Council (QDAC) and department, and provision of advice to mainstream agencies
* State-wide centralised phone support service to support all people with disability regardless of disability type, location or whether they fall within a specialist cohort. The service will have full call centre functionality for advice and referrals via a free call number, email or texting, which includes:
  + referral as appropriate to a Queensland government funded Regional Individual Advocacy service or Specialist Individual Advocacy service
  + referral to Disability and Seniors Connect Assessment and Referral team, National Disability Insurance Scheme, National Disability Advocacy Program and other sources as appropriate
  + operational hours from 9am to 5pm Monday to Friday with the capacity to provide extended support during peak periods (i.e.9am to 9pm seven days per week during active disaster events or pandemic lockdowns), and
  + monthly reporting to the department on call volumes, categories of issues (to be agreed with the department) and any systemic issues or trends evident based on analysis of individual advocacy requests and outcomes.
* Web based resources and a social media channel to educate, advise and provide advice on disability trends, issues and announcements, as well as tips and resources on self-advocacy, all of which must be accessible to people with disability, regardless of disability type
* Establish and Chair the Queensland Advocacy Network, which will be comprised of all successful applicants under this funding round and provide a co-ordinating and information sharing forum, that helps build upon the client focus of existing advocacy services to ensure services, data capture and referrals are integrated.

Specialist Individual Advocacy

Three Specialist Individual Advocacy services will be funded to provide individual advocacy services to the following priority cohorts. One Specialist Individual Advocacy service is required per priority cohort for:

* First Nations people with disability
* People with disability from Culturally and Linguistically Diverse backgrounds
* Children and young people with disability (from birth up to 18 years), their carers and/or guardians.

For the purposes of this funding round Specialist Individual Advocacy services are defined as services that support people with disability from the identified cohorts on an individual basis to uphold their rights and interests and to increase the control they have over their lives, through representation and building the person’s capacity for self-advocacy.

Each specialist disability advocacy service will be required to:

* Receive direct client contact from within the specialist cohort and referrals from Queensland Disability Advocacy Hub
* Provide state-wide individual advocacy to people with disability from the identified cohort either face to face (where possible) or by phone
* Report monthly to the department on service delivery
* Actively participate in the Queensland Advocacy Network.

Regional Individual Advocacy:

For the purposes of this funding round a Regional Individual Advocacy service is defined as a service that supports people with disability on an individual basis to uphold their rights and interests and to increase the control they have over their lives, through representation and building the person’s capacity for self-advocacy.

Successful applicants will need to demonstrate their capacity to deliver the following as part of their Regional Individual Advocacy service:

* Regional presence and the capacity for remote outreach within nominated region/s for all people with disability across all cohorts and disability types
* Take direct client contact and manage referrals from Queensland Disability Advocacy Hub
* Provide individual advocacy to all people with disability across all cohorts and disability types within their nominated region, noting the availability of advice from specialist services
* Report monthly on service delivery
* Actively participate in the Queensland Advocacy Network.

Organisations can apply for the maximum amount of funding per region, and for multiple regions, but must be able to demonstrate capacity to provide services across the entire region/s (see Funding Distribution below). Multiple organisations may ultimately be approved to deliver advocacy services within a specified region. The decision about how many, and the amount of funding approved for organisations within a specified region, will be determined by the department.

## Funding Distribution

Funding for all disability service types will be distributed based on the total funding available identified under ‘Funding Available’ above.

Funding for Regional Individual Advocacy services will be distributed based on the total amount of funding available for each region as identified under the ‘Funding Available’ section of these guidelines. Applicants must identify which Local Government Areas within each region (Appendix 1) it proposes to cover.

## Eligibility Criteria

## Who is eligible to apply?

To be eligible to apply your organisation must:

* have experience in providing advocacy services in Queensland for at least 12 months
* be able to demonstrate compliance with relevant requirements of the *Disability Services Act 2006*, including worker screening requirements
* be a registered busines and have an Australian Business Number (ABN)
* have operations or deliver services in Queensland
* be registered for the purposes of GST, and
* hold public liability insurance to the value of not less than $10 million, or provide evidence of plans to obtain insurance to the value of not less than $10 million to cover the proposed project, and
* be one of the following entity types:
* a company incorporated in Australia
* a company incorporated by guarantee
* an incorporated trustee on behalf of a trust
* an incorporated association
* a partnership
* an entity auspiced by an eligible organistion
* a registered charity or not-for-profit organisation
* local government body
* a consortium.

Evidence of the above eligibility criteria being met must be provided and if not received then

the application will not be further assessed.

## Eligible and Ineligible Expenditure

Grant funding can be used for items such as the following:

* operational costs incurred in the delivery of the disability advocacy service
* staff salaries and on-costs that are directly attributable to delivering the project, and
* the proportion of administration expenses that directly relate to the project.

## What activities the grant cannot be used for

These following activities will not be funded under this program:

* the covering of retrospective costs (being costs incurred before the grant agreement commences)
* purchase of land
* activities not related to disability advocacy service delivery
* activities provided by the National Disability Insurance Scheme
* activities eligible for funding under the Commonwealth Government’s Information, Linkages and Capacity Building Program
* any activities more appropriately funded under another government funding program
* loans or financial assistance to any person
* LegalAid or similar services already funded by government, and
* capital projects or construction work.

## Assessment Criteria

Once an organisation has been assessed as having provided sufficient evidence to demonstrate that the Eligibility Criteria are met, applications will be assessed against all of the following assessment criteria. If an applicant is applying to provide more than one disability service type (for example an applicant applying to provide both a Specialist Disability Advocacy service and a Regional Disability Advocacy service), the criteria must be completed for each service type:

**Criterion 1 (450 words maximum): Describe the proposed activities to be delivered:**

When addressing the criterion, applicants should clearly articulate how they will fulfil the Program objective and purpose of the grant section above and identify the disability advocacy service type to be provided (i.e. Queensland Disability Advocacy Hub, Specialist Individual Advocacy or Regional Individual Advocacy), in addition to:

* A statement describing how the funding will deliver advocacy services that meet the identified requirements for that disability advocacy service type identified in the ‘What will be funded’ section above.
* For the Queensland Disability Advocacy Hub and Specialist Individual Advocacy service types the applicant must demonstrate how these services will be delivered statewide. For example, the applicant must demonstrate existing networks and service linkages that will enable statewide coverage, and
* For Regional Individual Advocacy, describe the geographical distribution of the proposed advocacy services, including rural and remote locations. Applicants must identify the specific Queensland LGAs (see Appendix 1) the advocacy services will be available to, including any additional locations not currently serviced.

**Criterion 2 (450 words maximum): Describe how the proposed activity will support a priority cohort or priority cohorts**

For applicants applying to deliver one of the three Specialist Individual Advocacy services, when addressing the criterion, applicants should:

* identify which priority cohort the proposed activities will support (i.e. First Nations people with disability, People with disability from Culturally and Linguistically Diverse backgrounds or younger people with disability, their carers and/or guardians)
* clearly indicate how the activities will directly support the chosen cohort or cohorts, and
* Provide evidence of the applicant’s ability to engage with and support the needs of the chosen cohort or cohorts.

For applicants applying to deliver a Regional Individual Advocacy service identify any priority cohorts that may be an additional focus for your service. This may include, but is not limited to:

* First Nations people with disability
* People with disability from culturally and linguistically diverse backgrounds
* Children and young people with disability from birth up to 18 years, their carers and/or guardians
* People with impaired decision-making capacity
* Other groups who experience additional disadvantage
* Seniors and older Australians with disability, and/or
* Intersectional groups including LGBTIQ+.

**Criterion 3: Describe the organisation and provide evidence of the applicant’s ability to deliver the proposed activities**

In addressing the criterion, all applicants, regardless of the disability advocacy service type being applied for, should:

* Summarise the history and purpose of the applicant and explain how this demonstrates the applicant’s ability to deliver the activities.
* Describe the relevant skills, qualifications, and experience of key program management and specialist staff and explain how their roles and responsibilities will contribute to effective oversight and governance in managing and administering the proposed activities.
* Describe intake pathways (e.g. telephone, email, web-form, and in-person)
* Describe how the applicant promotes its services to its client group (e.g. a website/webpage that provides basic information and promotes the service)
* Describe client participation/feedback mechanisms
* Describe how the applicant ensures accessible information provision (e.g. accessible office spaces, interpreting services available etc.)
* Describe an appropriate client record-keeping database
* Demonstrate how the organisation will manage referrals to ensure clients are referred to the most appropriate service
* If the organisation also provides NDIS supports or other disability services – how the conflict of interests will be resolved, and how client confidence in the independence of the advocacy service can be maintained, and
* Describe how the applicant supports employment of people with disability and/or lived experience of disability.

**Criterion 4 (450 words maximum): Describe how the organisation will maintain quality control of the activities, ensure effective reporting, and evaluate the success of the activities**.

In addressing the criterion, all applicants, regardless of the disability advocacy service type being applied for, should:

* Provide evidence to demonstrate the organisation’s capacity to capture data on its service delivery to meet monthly reporting requirements
* Describe how they will manage any risks associated with the activities, including any risk and mitigation plans
* Identify the strengths of the proposed activities and what benefits, beyond the identified outcomes, the activities may bring, and
* Provide evidence to demonstrate the organisation’s capacity to meet Human Services Quality Framework (HSQF) Quality pathway requirements for Disability Advocacy services as defined in the [HSQF Framework](https://www.communities.qld.gov.au/industry-partners/funding-grants/human-services-quality-framework).

If your application does not meet the eligibility criteria, it will not be assessed.

**How to apply**

**Ensure you carefully read these Guidelines to determine whether your application meets the relevant program/funding requirements.**

Applications will be managed online through [**SmartyGrants**](https://communities.smartygrants.com.au/applicant/login?returnUrl=/)

Before applying, you must read and understand these Grant Program Guidelines.

To apply you must:

* Complete the online application form via SmartyGrants platform
* Provide all the information requested
* Address all eligibility criteria and assessment criteria
* Include all necessary attachments
* Submit your application by the closing date and time.

Late applications will not be accepted.

If you have any technical difficulties with logging in, progressing or submitting your application, please contact SmartyGrants on 03 9320 6888 or by email [service@smartygrants.com.au](mailto:service@smartygrants.com.au )

**To apply you must:**

* Provide the application in English
* Complete the online grant application form via SmartyGrants, all required templates and include all necessary attachments.
* Provide a Project Indicative Budget within the online application, including a total budget figure. The allocation of funding over the funding period will be determined by the department.
* Address all the eligibility and assessment criteria and provide all information required in the application form.
* Submit the application by the closing date and time.

Late applications will not be accepted.

**Assessment process**

**Eligibility check**

DSDATSIP will review all applications against the eligibility criteria to identify applications which meet the eligibility criteria and are able to be further assessed.

**Assessment**

A panel of officers within the department will assess eligible applications against the assessment criteria and determine the recommended amounts of funding allocated to the applicants. This process may take up to four weeks. These recommendations will then be submitted to a decision-maker with appropriate authority.

**Applicants notified of outcome**

All applicants will receive formal notification of the outcome of the application as soon as possible following assessments.

Successful applicants will receive an approval letter advising of the approval and the amount of funding approved.

The letter will also reiterate the terms and conditions of funding. Applicants must not pay for the service/s, in part or full, without confirmation the funding has been approved, notwithstanding the allowance of retrospective payments from 1 October 2021.

After approval, successful applicants will receive 100 per cent of the eligible funding amount approved, in quarterly instalments.

Applicants may request feedback on their grant application up to 4 weeks after they are notified of the outcome.

## Successful Grant Applications

Applicants successful in obtaining funding will be required to:

* enter into a service agreement. Please view the department’s agreement templates at <https://www.communities.qld.gov.au/industry-partners/funding-grants/streamlined-agreements>
* comply with the requirements and conditions within the Service Agreement, including reporting
* comply with the Disability *Services Act 2006*

We must execute a service agreement with you before we can make any payment.

You will be required to report through the department’s reporting system. Further information will be provided in the service agreement.

## Feedback

Complaints should be directed to [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

We are committed to effective complaints management and will deal with all complaints against our actions, decisions, or officers’ conduct in a responsive, confidential, and fair manner. Please refer to the Customer service compliments and complaints section of our website <https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>

## Privacy

We treat your personal information according to the *Information Privacy Act 2009*. This includes letting you know:

* what personal information we collect
* why we collect your personal information
* who we give your personal information to.

In submitting a grant application, you agree to the Queensland Government 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 grants administration. If you do not provide this information, we cannot assess your grant application.

The Queensland Government may also use and disclose information collected about you under this grant in any other Queensland Government business or function. This includes disclosing grant information on the Department of Communities, Disability Services and Seniors website and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other State entities, the responsible Minister and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by law.

**Further information and assistance**

Questions about the grant program can be directed to: [AdvocacyGrants@dsdsatsip.qld.gov.au](mailto:AdvocacyGrants@dsdsatsip.qld.gov.au)

Questions about SmartyGrants can be directed to: [Service@smartygrants.com.au](mailto:Service@smartygrants.com.au)

Please refer to the SmartyGrants—HelpGuideforApplicants <https://applicanthelp.smartygrants.com.au/help-guide-for-applicants/> for assistance on completing your application form

**Regional Individual Advocacy services**

**National Disability Insurance Scheme (NDIS) regions and Local Government Areas**

|  |  |
| --- | --- |
| Region | Local Government Area |
| Beenleigh | Logan (C) |
| Beenleigh | Redland (C) |
| Brisbane | Brisbane (C) |
| Bundaberg | Bundaberg (R) |
| Caboolture/Strathpine | Moreton Bay (R) |
| Cairns | Aurukun (S) |
| Cairns | Cairns (R) |
| Cairns | Cassowary Coast (R) |
| Cairns | Cook (S) |
| Cairns | Croydon (S) |
| Cairns | Douglas (S) |
| Cairns | Etheridge (S) |
| Cairns | Hope Vale (S) |
| Cairns | Kowanyama (S) |
| Cairns | Lockhart River (S) |
| Cairns | Mapoon (S) |
| Cairns | Mareeba (S) |
| Cairns | Napranum (S) |
| Cairns | Northern Peninsula Area (R) |
| Cairns | Pormpuraaw (S) |
| Cairns | Tablelands (R) |
| Cairns | Torres (S) |
| Cairns | Torres Strait Island (R) |
| Cairns | Weipa (T) |
| Cairns | Wujal Wujal (S) |
| Cairns | Yarrabah (S) |
| Ipswich | Ipswich (C) |
| Ipswich | Lockyer Valley (R) |
| Ipswich | Scenic Rim (R) |
| Ipswich | Somerset (R) |
| Mackay | Isaac (R) |
| Mackay | Mackay (R) |
| Mackay | Whitsunday (R) |
| Maroochydore | Gympie (R) |
| Maroochydore | Noosa (S) |
| Maroochydore | Sunshine Coast (R) |
| Maryborough | Cherbourg (S) |
| Maryborough | Fraser Coast (R) |
| Maryborough | North Burnett (R) |
| Maryborough | South Burnett (R) |
| Robina | Gold Coast (C) |
| Rockhampton | Banana (S) |
| Rockhampton | Barcaldine (R) |
| Rockhampton | Barcoo (S) |
| Rockhampton | Blackall-Tambo (R) |
| Rockhampton | Central Highlands (R) |
| Rockhampton | Diamantina (S) |
| Rockhampton | Gladstone (R) |
| Rockhampton | Livingstone (S) |
| Rockhampton | Longreach (R) |
| Rockhampton | Rockhampton (R) |
| Rockhampton | Winton (S) |
| Rockhampton | Woorabinda (S) |
| Toowoomba | Balonne (S) |
| Toowoomba | Bulloo (S) |
| Toowoomba | Goondiwindi (R) |
| Toowoomba | Maranoa (R) |
| Toowoomba | Murweh (S) |
| Toowoomba | Paroo (S) |
| Toowoomba | Quilpie (S) |
| Toowoomba | Southern Downs (R) |
| Toowoomba | Toowoomba (R) |
| Toowoomba | Western Downs (R) |
| Townsville | Boulia (S) |
| Townsville | Burdekin (S) |
| Townsville | Burke (S) |
| Townsville | Carpentaria (S) |
| Townsville | Charters Towers (R) |
| Townsville | Cloncurry (S) |
| Townsville | Doomadgee (S) |
| Townsville | Flinders (S) |
| Townsville | Hinchinbrook (S) |
| Townsville | McKinlay (S) |
| Townsville | Mornington (S) |
| Townsville | Mount Isa (C) |
| Townsville | Palm Island (S) |
| Townsville | Richmond (S) |
| Townsville | Townsville (C) |