



**Australian Government**

---

**Department of Social Services**

---

**Families and Communities Programme**

---

**Financial Counselling to Support People Affected by  
Problem Gambling Funding Round Summary**

---

19 June 2014

## **Financial Counselling to Support People Affected by Problem Gambling**

Financial Counselling to Support People Affected by Problem Gambling provides direct case work or one-on-one intensive support, including the provision of information, advocacy and/or negotiation; referrals to other services; community education; and networking/liaison with relevant service providers.

Information and materials regarding applications for funding will be directed to Service Providers.

### **Selection type**

This selection is a direct process made to existing providers to deliver specialised services.

### **Eligibility**

The entity types a. to h. meet the eligibility requirements to be invited to apply for a grant to deliver these services under the Financial Wellbeing and Capability (FWC) Activity:

- a) Incorporated Associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name)
- b) Incorporated Cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal name)
- c) Companies (incorporated under the Corporations Act 2001 – may be a proprietary company (limited by shares or by guarantee) or public companies)
- d) Aboriginal Corporations (incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006)
- e) Organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc)
- f) Partnerships
- g) Trustees on behalf of a Trust
- h) Local Governments

Not-for-profit entity types specified above meet the eligibility requirements.

### **How much?**

A total of up to \$9.159 million is available from 1 January 2015 to 30 June 2016.

### **Closing Date and Time**

Applications should be submitted by 2:00pm 23 July 2014.

### **Who to contact?**

Please email your enquiries to: [grants@dss.gov.au](mailto:grants@dss.gov.au)

### **Grant objectives**

Under the FWC Activity, Financial Counselling to Support People Affected by Problem Gambling offers targeted assistance to 50 service coverage areas for the delivery of financial counselling to support people affected by problem gambling. In addition to the one-on-one counselling provided, this assistance aims to provide community outreach and education, and work collaboratively with gaming venues and state-and territory-funded problem gambling services. Financial Counsellors providing support to people affected by problem gambling must meet relevant legal and regulatory requirements; these are detailed at Section 2.8 of the FWC Programme Guidelines Overview.

Financial Counselling to Support People Affected by Problem Gambling is part of the Commonwealth Government's Commonwealth Financial Counselling service offer which provides direct case work or one-on-one intensive support, including the provision of information, advocacy and/or negotiation; referrals to other services; community education; and networking/liaison with relevant service providers.

CFC aims to:

- assist consumers to resolve personal financial difficulties (in part or in full) and access other sources of support and assistance
- work with consumers to increase their capability to make informed decisions on the best course of action for resolving personal financial difficulties
- help consumers improve their ability to manage their financial affairs in the future, and
- increase consumers' economic and social participation in their communities.

Financial Counsellors provide intensive support through an in-depth assessment of a person's financial situation to understand the extent of the person's financial difficulties and to identify options to address these. They encourage the person to participate in the planning and decision-making process. The aim is to resolve or alleviate the person's financial difficulties, and improve their ongoing financial capability and inclusion. Financial counsellors also refer customers to other local sources of support and assistance as necessary.

CFC can be accessed through face-to-face meetings or through the National telephone Helpline on 1800 007 007.

The Aims and Objectives of the FWC Activity are in section 2.1 and the Objectives are in Appendix A of the FWC Programme Guidelines Overview.

### **Statement of Requirement**

Financial Counselling to Support People Affected by Problem Gambling offers targeted assistance to 50 service coverage areas for the delivery of financial counselling to support people affected by problem gambling. Funding is to ensure the delivery of the service offer as described above (and in the FWC Programme Guidelines Overview).

Applicants are invited to apply for funding to deliver this service in the location/s they currently already deliver this service. A list of the 50 service coverage areas for the delivery of financial counselling to support people affected by problem gambling is included in **Attachment A**.

Applicants will need to meet specialist requirements as per 2.8 in the FWC Programme Guidelines Overview and be aware of the Grant recipient's responsibilities and accountabilities under the Activity as per section 2.13 in the FWC Programme Guidelines Overview. Eligible and ineligible use of funding is as per sections 2.6 in the FWC Programme Guidelines Overview.

### **Selection Criteria**

The equally weighted selection criteria are:

1. Demonstrate your understanding of the need for Financial Counselling to Support People Affected by Problem Gambling in the chosen communities.
  - Provide information, for example from research, which demonstrates the need for services under this FWC Activity particularly for people affected by problem gambling.
  - Provide evidence that relates your intended approach to service delivery to the desired outcomes of this Activity.
  - Demonstrate an understanding of the aims of the FWC Activity and the Commonwealth Financial Counselling service offer.
2. Describe how the implementation of your proposal will achieve the Financial Counselling to Support People Affected by Problem Gambling/Commonwealth Financial Counselling objectives for all stakeholders, including value for money within the Grant funding.
  - Describe how the Activity will be operated and delivered for all stakeholders and specifically for people affected by problem gambling and how it will contribute to the FWC Activity objectives.
  - Provide information including a draft budget or financial management plan that will help determine value for money in service delivery (these can be attached).
3. Demonstrate your experience in effectively developing, delivering, managing and monitoring Activities to achieve Activity objectives for all stakeholders.

## Direct Selection Activity Introduction

- Provide details of your organisation's experience in developing, delivering and managing this type of Activity particularly for people affected by problem gambling.
  - Describe how you will monitor your progress to achieve the desired outcomes of this Activity.
4. Demonstrate your organisation's capacity and your staff capability (experience and qualifications) to deliver the Financial Counselling to Support People Affected by Problem Gambling/Commonwealth Financial Counselling objectives in the chosen community.
- Provide information about the organisations capacity and expertise and qualifications of staff working with specific target groups or specific service delivery skills e.g. financial counselling for people affected by problem gambling.
  - Detail recruitment or training strategies that will assist your organisation to meet activity requirements.
  - Consider and list qualifications and skills of staff.
5. Describe and demonstrate a service delivery model that includes effective partnerships, linkages and referral pathways that directly contribute to the Financial Counselling to Support People Affected by Problem Gambling and FWC Activity outcomes.
- Provide information about how your organisation service delivery model includes effective partnerships, linkages and referral pathways that directly contribute to the Activity outcomes.
  - Detail strategies that will ensure Activity objectives are delivered for clients with complex needs particularly those affected by problem gambling.

### **Multicultural Access and Equity policy**

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* obliges Australian government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled, for example, by providing access to language services where appropriate. Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If your Application Form states that a budget is required, costs for translating and interpreting services should be included in your application.

### **Assessment**

The Assessment Team may be comprised of Department of Social Services (DSS) officers from each state/territory and national offices. Teams will undertake training to ensure consistent assessment for all applications received. The Assessment Team will be bound by the APS Code of Conduct and the Department's Chief Executive Instructions.

### **Probity**

The selection of funding recipients for the Activity must be fair, open and demonstrate the highest level of integrity, consistent with the public interest.

The following probity principles will be applied through all stages of the selection process.

- a) fairness and impartiality;
- b) consistency, accountability and transparency of process;
- c) security and confidentiality of information;
- d) identification and resolution of conflicts of interest; and
- e) compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

Adherence to the probity principles means that everyone involved with the selection process will act:

- f) impartially; and
- g) with integrity, including avoiding actual or perceived conflicts of interest.

## Direct Selection Activity Introduction

A Probity Advisor has been appointed for the Activity. The role of the Probity Advisor is to assist DSS meet its probity obligations in relation to the Activity by ensuring that the selection processes are defensible and will withstand external and internal scrutiny.

The role of the Probity Advisor is to independently monitor procedural aspects of the selection process to ensure compliance with the published relevant Programme Guidelines Overview and to advise DSS in relation to such matters. The Probity Advisor plays no part in the assessment of applications.

### **Programme Guidelines Overview**

The Programme Guidelines Overview provide the key starting point for parties considering whether to participate in the Activity and form the basis for the business relationship between the Department and the funding recipient. Applicants are strongly advised to read the Programme Guidelines Overview prior to completing an Application Form. The Programme Guideline Suite comprises of the following documents:

- FWC Programme Guidelines Overview
- Funding Round Summary
- Application Form
- DSS Streamlined Grant Agreement template - General Grant Conditions
- Questions and Answers (will be provided directly to applicants)

### **How to Apply**

Applications can be lodged by emailing your completed application to: [grants@dss.gov.au](mailto:grants@dss.gov.au)

### **Grant Agreement Information**

The type of grant agreement you are asked to enter into will be influenced by the nature of the Activity, the assessed Activity risk level, the length of the Activity and the value of the Activity. In your Application Pack you will receive a draft copy of a grant agreement for information. The grant agreement is a performance based, legally enforceable agreement between the Commonwealth (represented by DSS) and the successful applicant that sets out the terms and conditions governing the funding to be provided.

Your executed grant agreement represents the Department's and your entire agreement in relation to each grant provided within it and the relevant Activity and supersedes all prior representations, communications, agreements, statements and understandings, whether oral or in writing.

Service Coverage Areas Statistical Division (SD) / Statistical SubDivision (SSD)		
ACT		
1. ACT – North	2. ACT - South	
NSW		
3. Canterbury-Bankstown (SSD)	4. Murrumbidgee - Murray (Combined SDs)	5. Fairfield-Liverpool (SSD)
6. Central Western Sydney (SSD)	7. Richmond-Tweed (SD)	8. Inner Sydney (SSD)
9. South Eastern (SD)	10. Mid-North Coast (SD)	11. Central Coast (SSD)
12. North Western – Far West (Combined SDs)	13. Inner Western Sydney (SSD)	14. Hunter (SD)
15. Blacktown (SSD)	16. Northern (SD)	17. Illawarra (SD)
18. Central West (SD)	19. St George-Sutherland (SSD)	
NT		
20. Darwin (SD)	21. Northern Territory – Alice Springs (SD)	22. Northern Territory – Katherine (SD)
QLD		
23. Mackay (SD)	24. Northern – North West (Combined SDs)	25. Logan City (SSD)
26. Wide Bay – Burnett (SD)	27. Ipswich City (SSD)	28. Sunshine Coast (SD)
29. Caboolture – Pine Rivers – Redcliffe (Combined SSDs)	30. Darling Downs – South West (Combined SDs)	31. Gold Coast (SD)
32. Far North (SD)		
SA		
33. Eyre – Northern (Combined SDs)	34. Yorke and Lower North – Murray Lands – South East (Combined SDs)	35. Adelaide (SD)
36. Outer Adelaide (SD)		
TAS		
37. Mersey-Lyell (SD)	38. Southern – Greater Hobart (Combined SDs)	39. Northern (SD)
VIC		
40. Greater Dandenong City (SSD)	41. Hume City (SSD)	42. Western Melbourne (SSD)
43. Gippsland – East Gippsland (Combined SDs)	44. Northern Middle Melbourne (SSD)	45. Melton-Wyndham (SSD)
46. Inner Melbourne (SSD)	47. Moreland City (SSD)	48. Western District – Barwon (Combined SDs)
WA		
49. Perth (SD)	50. Ngaanyatjarra Lands	