

**2023 / 2024**

## **Volunteer Management Activity**

### **Partnership Opportunity**

### **Guidelines for Applicants**

**GRANT SUBMISSION DEADLINE: 5:00PM Friday 26 May 2023**

#### **Introduction**

The Volunteer Management Activity program is provided by the Department of Social Services over five years (2021 – 2026). The vision underpinning the Volunteer Management Activity program is for “Thriving volunteering that is valued, inclusive, diverse, resourced, recognised and contributes to the common good”.

More about the Volunteer Management Activity program can be found on the Department of Social Services website [DSS Volunteer Management](#).

The Department of Social Services has partnered with Volunteering Queensland in Queensland to deliver the program, which focusses on reduced duplication and increased equity and access to quality volunteer services and inclusion and participation in volunteering, through:

- Nationally consistent, quality online services, including resources and training to build the capacity of volunteer involving organisations to undertake good practices in volunteer management, including recruiting and retaining volunteers along with development of volunteer programs;
- Reducing barriers to volunteering faced by specific priority groups including people with disability, First Nations people, newly arrived migrants, vulnerable women, young people aged 12-18 and people who are unemployed; and
- Reaching people across regional, rural and remote Queensland.

Applications are invited from eligible organisations to deliver a project during 2023 / 2024 that fits the guidelines and objectives of the Volunteer Management Activity program.

These Grant Guidelines are for new partnerships and projects for funding from 01 July 2023 to 30 June 2024. Volunteering Queensland has available up to \$300,000 for new projects. The Guidelines form part of the application process and must be read in conjunction with the Grant Application Form.

**Applications close at 5.00pm Friday 26 May 2023.**

For enquiries related to these and other potential opportunities to partner and deliver Volunteer Management Activity projects, visit the Volunteering Queensland [website](#) or contact [vma@volunteeringqld.org.au](mailto:vma@volunteeringqld.org.au)

## About this partnership opportunity

The Volunteer Management Activity program has the following focus areas:

- Supporting the development and delivery of online nationally consistent, high-quality resources and services to build the capacity of volunteer involving organisations.
- Reaching people in regional, rural and remote areas of Queensland.
- Reducing barriers to volunteering for the identified priority groups:
  - People with disability
  - First Nations people
  - Newly arrived migrants<sup>1</sup>
  - Vulnerable women
  - Young People aged 12-18
  - People who are unemployed

Eligible entities are invited to apply to deliver a project that fits the guidelines and objectives of the Volunteer Management Activity program, including but not limited to:

- Volunteer Involving Organisations
- Volunteer Resource Centres
- Local Government Authorities
- research and educational bodies
- other peak bodies whose members involve and / or support volunteers.

Volunteering Queensland will establish partnerships with eligible entities to develop and deliver new projects and strengthen existing relationships to support volunteer involving organisation capacity building and to reduce barriers to volunteering for people in the priority groups, their communities and / or that have state-wide impact.

Successful models, learnings, case studies and resources will be shared with the broader Queensland volunteering sector to support best practice, strengthen volunteer management practices and volunteer leadership.

## Purpose of grant

The purpose of the Volunteer Management Activity program grant funding is to give eligible organisations the opportunity to increase opportunities for people to participate in the social and economic life of their broader community through volunteering, by:

- Building effective volunteering practices and opportunities within organisations and communities.
- Increasing the diversity of volunteers.

---

<sup>1</sup> Newly Arrived Migrants within their first 5 years of settlement.

- Improving access to information on volunteering.
- Providing access to the training, resources and support that volunteers and volunteer involving organisations need.

Program implementation is guided by service delivery principles which include:

- Effective and efficient use of funding by reducing duplication through streamlining and national consistency, collaboration and shared insights.
- Partnerships that utilise participatory design models and user-centred design, and embrace the experiences of people living with disability, First Nation peoples, newly arrived migrants, vulnerable women, young people aged 12-18 and people who are unemployed.
- Commitment to providing best practice and respectful workplace culture by all program and project partners.
- Agility and responsiveness to changing needs through research, engagement, monitoring and evaluation of outcomes to continually improve service delivery and good practice.

## Eligibility criteria

Applications must satisfy **ALL** eligibility criteria to be considered.

The following are mandatory requirements that will be assessed and must be met by the applicant:

- Is financially viable.  
Applicants will as required be subject to probity checks and / or a financial viability assessment and will be advised if this is required. Financial viability assessments form part of the program risk mitigation strategy and can include:
  - Assessment of the financial health of an entity (e.g. not operating a current year deficit or trading while technically insolvent).
  - Establishing whether relevant persons have any adverse business history (e.g. current or past bankruptcy).
- Is operationally viable, with adequate infrastructure and resources to successfully deliver the project.
- Meets recognised governance standards (e.g. ACNC governance standards or similar).
- Has current audited financial statements in line with the organisation's legal entity status.
- Has 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.
- Has no reason to believe that it is not a fit and proper entity to receive and partner in the delivery of Australian Government funded services.
- Is not currently and will not during 2023 / 2024 be in receipt of funding from another source for the same activity (e.g. State or Local Government, a sponsor or partner organisation).
- Is not applying for funding to deliver or expand an existing program / project.

- Is not included in the list of organisations that have not joined the National Redress Scheme.<sup>2</sup>
- Adopts child safe practices.<sup>3</sup>
- Has experience in delivering services to at least one of the priority groups, and / or has experience in delivering online programs and services to build the capacity of volunteer involving organisations.
- Has a sound knowledge and understanding of diversity and inclusion and a willingness to enable these through this project.
- Demonstrated positive reputation and sound working relationships with other local region like - minded entities and volunteers.
- Consents to Volunteering Queensland and the Department of Social Services to make public the details of the applicant and the funding received, should this application be successful.

## Responsibilities and expectations

### Volunteering Queensland's responsibilities are to:

- Meet the terms and conditions set out in the grant agreement.
- Provide timely administration and acquittal process of the grant.
- Evaluate the grantee's performance according to agreed milestones and timelines.
- Monitor the progress of the project by assessing and providing feedback on reports, conducting site visits if necessary to confirm details in reports. On rare occasions there may be a need to seek further information or request an independent audit of reported claims and project payments.
- Where possible actively attend and promote key project milestones, presentations and events.
- Provide where possible useful linkages and networking opportunities that may assist project outcomes and impact.
- Support effective and meaningful evaluation, measurement, and reporting of the project.
- Assist grantees in every way possible to deliver successful project outcomes and impact.
- Share successful models, learnings, case studies and resources with the broader Queensland volunteering sector to support best practice, strengthen volunteer management practices and volunteer leadership, and build the capacity of volunteer involving organisations to break down barriers to volunteering faced by people from the priority groups.

### Successful applicant responsibilities are to:

- Carry out the grant activities in accordance with the guidelines and grant agreement. This includes:

<sup>2</sup> <https://www.nationalredress.gov.au/institutions/institutions-have-not-yet-joined>

<sup>3</sup> <https://www.dss.gov.au/child-safety-for-dss-grants>

- Meeting the terms and conditions of the agreement and managing the project efficiently and effectively.
- Meeting milestones and timelines specified in the agreement.
- Complying with record keeping, reporting and acquittal requirements in accordance with the agreement.
- Participating in project evaluation as necessary for the period specified in the agreement.
- Ensuring project activity outputs and outcomes are met in accordance with the agreement.
- Provide an end of project financial declaration outlining that the grant funding was spent in accordance with the agreement and reporting any underspend of the grant.
- Inform Volunteering Queensland immediately in writing of any:
  - Organisational changes, including changes to its business activities, particularly if they affect the organisation's ability to complete the funded project, carry on its business and / or pay its debts.
  - Changes to the organisation's name, addresses, nominated contact details, bank account details.
  - Variation to the agreement is required / requested due to unexpected events impacting project progress. It must not be assumed that a variation request will be successful. Requests will be considered based on provisions in the agreement, timing and likely impact on achieving project outcomes.
- Notify Volunteering Queensland of key events relating to the project that may provide an opportunity for Volunteering Queensland personnel, the Minister for Social Services, or their nominated representative, to attend.
- Acknowledge in all media, project digital sites, printed material and at key presentations and events, the support of the Department of Social Services and Volunteering Queensland in the delivery of the project.

## What can / can't funding be used for

Eligible activities directly relate to the purpose of the Volunteer Management Activity program, and must include strategies for:

- The implementation of online services and / or best practice resources to strengthen the capacity of volunteer involving organisations.
- Reducing barriers to volunteering for the nominated priority group/s.
- Grant activity can be delivered in different locations.
- Grant funding may only be used for eligible expenditure incurred in the delivery of agreed project activities.

**Grant funding can be used** by the applicant or any organisation that the applicant partners with for the following Volunteer Management Activity project activities:

- Project staff salaries and on-costs (up to 25%) that are directly attributed to the delivery of the funded project.
- Operating and administration expenses directly related to the project (e.g. proportional rent and outgoings and office costs, travel, meetings, research and development, piloting of project, and training and resource design, development and production, etc)
- Purchase and maintenance of IT tools directly required for the project, excluding digital platforms that duplicate other jurisdictional and national resources already funded by the Volunteer Management Activity program.
- Employee training for paid and unpaid staff, including Committee and Board members, that is relevant, appropriate and in line with the funded project (e.g. cultural capability, inclusion, good governance, National Standards for Volunteer Involvement, etc).

**Grant funding cannot be used** by the applicant or any organisation that the applicant partners with for the following activities:

- The subsidy, purchase, setup or maintenance of general and ongoing operational and administration costs of the organisation, e.g. salaries and on costs of staff not directly related to the project, and unrelated electricity, phone, rent, office furnishings, travel, purchase and maintenance vehicles, technology and other office equipment / requirements.
- The covering of any costs related to the project and / or other programs / projects of the applicant organisation or any of its project partners incurred prior to approval of the grant.
- One-on-one matching, screening or referring of volunteers. Face-to-face activities will only be funded if in relation to the identified priority groups.
- Purchase of land.
- Major construction or capital expenditure.
- Costs for travel to and from, and to attend conferences.
- Interstate and overseas travel and accommodation.
- Activities for which other Commonwealth, State, Territory or Local Government bodies have primary responsibility.
- Establishment and upgrades of digital platforms that duplicate other jurisdictional and national resources funded by the Volunteer Management Activity program.
- If funding from another government source is already being received for the same activity.
- Costs incurred in the preparation of this application or documentation related to this application process.

## Assessment Criteria

Applicants must complete the application form addressing all questions. Following confirmation of eligibility, responses to each assessment criterion will be considered. Weighting of each criterion is indicated below.

### Criterion 1 – Project Description (40% weighting)

When addressing the criterion strong applicants will clearly and concisely outline:

- The project and the need(s) it will be addressing.
- The proposed impact for key stakeholders involved.
- How the project will engage with one or more priority groups and if relevant other key partners to build the capacity of volunteer involving organisations to break down barriers to volunteering for identified priority groups.
- How the project will incorporate online services to support delivery (e.g. training, resources and other supports that volunteer involving organisations and volunteers need).

### Criterion 2 – Governance, Administrative & Technical Structures (40% weighting)

When addressing the criterion strong applicants will clearly and concisely outline:

- Details of the administrative and financial management structures that will support the project.
- The organisation's governance and accountability structures.
- A proposed implementation plan / strategy.
- Key objectives / deliverables for the project and timelines associated with success.
- Technical capability to deliver the activity, including if relevant development and implementation of effective online volunteer management and capacity building solutions.
- Up to three main risks associated with this project that may hinder success of intended outcomes. A full risk assessment will be required for successful applicants.

### Criterion 3 – Measurement, Evaluation & Reporting (20% weighting)

When addressing the criterion strong applicants will clearly and concisely outline:

- What success will look like and how it will be measured.
- Capability to develop and implement an activity work plan.
- Capability and capacity meet the data collection, measurement, analysis, evaluation, and activity reporting requirements required to validate the achievement of program and project objectives and outcomes.

## Selection Process

Assessment of grant applications will be undertaken by an assessment panel with extensive knowledge, expertise and experience in the volunteer sector and Volunteer Management Activity program requirements.

Applications will first be reviewed against Volunteer Management Activity program requirements and if eligible, applications will then be assessed against assessment criteria.

Each application will be considered on its merits, based on how well it meets the assessment criteria.

All applications will be assessed using a common assessment process. The assessment may be informed by knowledge or documentation other than the Grant Application form, if this occurs the reasons will be documented.

Recommendations for the outcome of the grants will be endorsed by the Board of Volunteering Queensland. Once endorsed by the Board decisions will be final.

## Monitoring, evaluation and reporting

Successful applicants must meet data collection and reporting obligations outlined in the grant agreement. Successful applicants are expected to report in a timely manner on:

- Progress against agreed grant activity milestones and outcomes in an Activity Work Plan, including any risks, barriers or sensitivities in achieving grant objectives.
- Grant expenditure, including with receipts where requested.
- Evidence of progress towards completion of agreed activities and outcomes.

In addition:

- Volunteering Queensland must be kept informed about any reporting delays as soon as they arise.
- Ad-hoc project updates may occasionally be requested to provide an update on progress, or any significant delays or difficulties in completing the activity.
- A final report will be required to be submitted outlining:
  - How outcomes have been achieved.
  - Agreed evidence as specified in the agreement.
  - Total eligible expenditure incurred.
- An Activity Work Plan will be required on a template to be provided within four weeks of the execution of the agreement, briefly outlining:
  - Scope of the project.
  - Project activity.
  - Proposed objectives, outcomes and impacts.
  - Proposed timeframes for delivery and completion.
  - Performance measurement and evaluation.

Activity Work Plans can be adapted over time or in circumstances where Commonwealth Government priorities change. Any changes must be negotiated with Volunteering Queensland.

- The Volunteer Management Activity program will be regularly evaluated to determine achievement of outcomes and objectives and efficiency and effectiveness of the program. Successful grant applicants may be asked to contribute information to these program performance reviews.



- Ongoing collection and monitoring of data as required by the Department of Social Services. Successful recipients may be contacted up to one year after completion of the project for additional information to assist with program evaluations.

Throughout the duration of the program and each project Volunteering Queensland will assist organisations with measurement, evaluation and reporting requirements and tools to enable compliance with project reporting obligations.

## Notification and payment

Successful applicants will be notified by Monday 12 June 2023 with projects expected to commence from 01 July 2023. A grant agreement will follow an acceptance of an offer for grant funding.

The grant agreement will provide information including but not limited to:

- Project activity requirements and timeline.
- Grant payment schedule.
- Maximum grant amount to be paid. Any additional expenditure incurred during the delivery of the project is the responsibility of the grantee and will not be funded under this agreement.
- Reporting requirements.

## How to apply

Applicants need to:

- Read and understand the Application Guidelines.
- Provide all required application information.
- Meet **ALL** eligibility criteria.
- Submit by the closing date. No late submissions will be accepted.
- Be complete and accurate.
  - An application cannot be changed once submitted.
  - Giving false or misleading information is a serious offence and will exclude an application from further consideration.
  - Further information and evidence may be required prior to assessment to verify accuracy and currency of information provided.
  - If applying on behalf of another party experiencing barriers to completing the application, please contact Volunteering Queensland via email [vma@volunteeringqld.org.au](mailto:vma@volunteeringqld.org.au) for support and / or to discuss.
- Retain a copy of the application.

Volunteering Queensland will issue an automated notification acknowledging the receipt of an application.

Volunteering Queensland will respond to all questions relating to clarification of this opportunity and the application process from prospective applicants on the FAQ sheet on the Volunteering Queensland [website](#).

The question period will close at **5.00pm Friday 12 May 2023**.

Following this time, only questions about using and / or submitting the application form will be answered. Questions can be submitted via email to [vma@volunteeringqld.org.au](mailto:vma@volunteeringqld.org.au)

## Further information

For further information on this 2023 / 2024 VMA Grant Funding opportunity, please visit the Volunteering Queensland [website](#).

To discuss other potential concepts or expressions of interest to partner in potential projects that fit the guidelines and objectives of the Volunteer Management Activity program, please contact Volunteering Queensland's Volunteer Management Activity program team via email: [vma@volunteeringqld.org.au](mailto:vma@volunteeringqld.org.au)

The **closing date** for the receipt of applications for the 2023 / 2024 Volunteer Management Activity Partnership Opportunity is:

**5:00PM Friday 26 May 2023.**

Supported by:



**Australian Government**  
**Department of Social Services**