



**Australian Government**  
**Defence**

# **Community Support Coordination Program FY 2024-25 Guidelines**



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**Contact DMFS for further information:**

1800 624 608

[www.defence.gov.au/adf-members-families](http://www.defence.gov.au/adf-members-families)

[defence.communitygrants@defence.gov.au](mailto:defence.communitygrants@defence.gov.au)

**DMFS Branch Headquarters**

PO Box 7921

Canberra BC ACT 2610

Follow DMFS on social media to receive information about support services for Defence families, links with community organisations, DMFS information sessions and social events.

@DefenceMemberFamilySupport

@DMFS\_AusDefence

@DMFS\_AusDefence

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<sup>1</sup> <https://www.legislation.gov.au/Series/C1968A00063>

<sup>2</sup> <https://www.legislation.gov.au/Details/C2021C00127>

<sup>3</sup> <https://www.legislation.gov.au/Series/C2004A03712>

<sup>4</sup> <http://drnet/AssociateSecretary/security/policy/Pages/dspf.aspx>

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# 1. Introduction

Defence Community Groups and centres provide Defence members and their families with a supportive and safe environment. They connect people in local communities by providing volunteering opportunities and the wide range of activities for families to enjoy.

The success of a Defence Community Group is dependent on the commitment, skills and hard work of their committee, coordinators, staff, and volunteers. The Department of Defence continues to be a proud supporter of Defence Community Groups that support Defence families.

The Community Support Coordination Program (CSCP) provides funding support to eligible Defence community groups to enable the employment of a community support coordinator within their organisation.

## 2. About the program

### 2.1 Overview

The Community Support Coordination Program is designed to support Defence Community Groups by providing financial assistance for the employment of dedicated Community Support Coordinators. These Coordinators play an important role in enhancing the capabilities and effectiveness of these groups.

Defence Member and Family Support (DMFS) is the administering and governing authority of the program. Management of the CSCP and components under the program are the responsibility of the Directorate of Community Engagement (DCE).

### 2.2 Objectives

The primary objectives of this program are:

- Empowerment of Defence Community Groups: Provide eligible Defence Community Groups with funding to assist in the employment of Coordinators to support the executive committee and to coordinate community events.
- Enhanced Outreach: Increase the capacity of Defence Community Groups to reach and engage with Defence members and their families within the broader community.
- Community Support: Coordinators strengthen the support networks available to the Defence community, providing a range of services and resources to increase connections and minimise effects of mobility and absence.

## 2.3 Eligibility

To be eligible to apply for funding under this program, organisations must:

- Be a recognised Defence Community Group (DCG) with a proven commitment to serving military families and Defence community needs.
- Be compliant with CSCP and other Defence funding programs reporting requirements
- Be an Australian not-for-profit organisation that has been operating for 12 months or longer and is considered a legal entity

The program defines Defence Community Groups as an incorporated not-for-profit organisation that solely exists to strengthen the Defence community and provide support to Defence families.

## 2.4 Funding Periods and Amounts

The Community Support Coordination Program offers funding support on a financial year basis. Funding is disbursed in two payments covering the periods July to December and January to June. Applications must be submitted for each financial year of funding as needed by the Defence Community Group.

DMFS may consider applications for short term funding for the period January to June.

The funding amount available is dependent on a range of factors including:

- Annual budgetary appropriation from the Department's budget and funds availability
- The Social, Community, Home Care and Disability Services Industry Award 2010 for a social and community services Level 3 pay point 2 part-time employee rate.
- The Defence Community Groups size, budget, facilities, hours of operation, staffing arrangements, level and type of activities

Funding is up to a capped amount of 25 hours per week\*. The capped amount includes superannuation costs, for the financial year period. Superannuation will be calculated at the rate as announced by Fairwork.

Any salary payments above the funding caps are at the Defence Community Group committee's discretion, this may include but is not limited to pay progression, additional leave and travel allowances. Defence Community Groups will be expected to cover these additional costs.

\*Equivalent salary under the Social, Community, Home Care and Disability Services Industry Award 2010 for a social and community services Level 3 pay point 2 part-time employee.

## 3. Application

Defence Community Group executive committees are required to apply for CSCP funding each financial year.

### 3.1 Application Process

To apply committees must:

- meet all the eligibility criteria
- complete the application form via the Defence website
- submit the application prior to the closing date
- agree to the terms and conditions

On submission of an application, DMFS will provide confirmation via email that the application has been received. If you do not receive an acknowledgement within two business days, contact [defence.communitygrants@defence.gov.au](mailto:defence.communitygrants@defence.gov.au).

**Table 1: Application Process Key Information and Deadlines**

Activity	Key Dates
Application timeline	Applications will be processed within 30 days of receipt of a complete application and must be submitted prior to <b>1 June</b> to be considered for full financial year funding.
Outcome notification	Applicants will be advised of the application via email within 30 days of application receipt, therefore it is imperative the correct contact email is provided on the application form.
Applicant considerations	Any applications received after <b>1 June</b> may be considered for the second funding block release of January – June only.

**Note:** Successful applicants must access the Defence Community Group Hub to complete the induction module once funding approval has been granted. Failure to complete the induction within this timeframe may delay the receipt of program funds

### 3.2 Criteria

In their applications committees must:

1. Demonstrate the need for a Coordinator role.
2. Provide a clear plan for how the Coordinator will support the group's mission.
3. Demonstrate the capacity and capability of the committee to manage a paid employee.

## 4. Employment of a Coordinator

Defence Community Groups are solely responsible and accountable for, the recruitment, employment and management of the coordinator.

### 4.1 Coordinator Roles and Responsibilities

The function of a community support coordinator under the program is described as follows:

- Support families in location, communicate, build trust and provide proactive support.
- Gather local information and resources, keep families up-to-date and be a consistent point of contact for families.
- Support the executive committee to coordinate and tailor community events to increase connections and minimise effects of mobility and absence.

The coordinator:

- Works in consultation and collaboration with the committee
- Must report to a designated supervisor.
- works with community members, other services and key stakeholders in the community to deliver the above function and support the outcomes of the program.

A comprehensive matrix of roles and responsibilities can be found on the [Defence Community Group Hub](#).

### 4.2 Committee Roles and Responsibilities

When a committee accepts funding under the CSCP, they are agreeing to meet and maintain support and management to the coordinator.

Defence Community Groups are responsible for:

- The recruitment and appointment of a paid coordinator
- Ensuring a written employment contract is in place
- Providing a clear duty statement
- Appointing a supervisor to manage the coordinator and provide a link between the committee and the coordinator
- Establishing appropriate policies and procedures to manage a paid employee
- Engaging in a performance management process
- Employment conditions comply with all State/ Territory and Commonwealth workplace legislation and regulations , including child safety laws

## 4.3 Recruitment Process

Committees are responsible for the recruitment of the coordinator. By accepting funding under the CSCP, committees agree that recruitment will be:

- Undertaken by the management committee.
- An open, competitive and transparent selection process.
- Advertised in accordance with the community support coordinator position description.
- Advertised using the Social, Community, Home Care and Disability Services Industry Award 2010 for a social and community services Level 3 pay point 2 part-time employee.

Coordinators should only be employed on a one year basis for the period of which funding has been approved.

Ongoing funding is not guaranteed and Defence is not liable for any employment costs beyond the approved funding period. If the committee choose to employ a coordinator for a longer term, they are liable for the employment costs of the employee.

## 5. Funding

Funding support under the Community Support Coordination Program will be determined by DMFS in accordance with the eligibility criteria through the application process as outlined in Section 3.

### 5.1 Funding Agreement

DMFS is responsible for all funding offers and payments. Successful groups will receive a funding agreement from DMFS and will be asked to accept the terms and conditions in the agreement. The agreement must be returned by the group as soon as possible, funds cannot be released without the signed agreement.

Funded groups are responsible for ensuring the terms and conditions of the agreement are met. Any organisation failing to accept or meet the terms of the agreement will forfeit their funding.

There is no binding agreement until the agreement is signed by the funded group and the DMFS delegate. Funds will be made available once:

- both parties' sign the agreement
- a coordinator is employed in accordance with these guidelines
- DMFS has received a tax invoice submitted by the committee.

CSCP funds cannot be used to cover the employment costs of other paid staff, such as playgroup coordinators, administrative assistants and bookkeepers.



## 5.2 Payments

The Department is responsible for ensuring that funds are paid accurately and on time, subject to financial and program requirements being met.

All payments will be effected by electronic funds transfer (EFT) to the specified bank account via a purchase order number. It is important that the correct bank details are provided by the Defence Community Group and must pertain to the CSCP recipient, not to personal accounts.

Defence's payment policy is 20 days from receipt of a correctly rendered tax invoice. Payments may be withheld if there is any uncertainty related to governance, performance or capacity to deliver the services agreed by the Defence Community Group.

## 5.3 Funding Compliance and Monitoring

Funding must only be used for the purposes for which it was provided. All funding must be expended by the end of the financial year in which funding was approved for.

At the end of the financial year, compliance reports provided by groups will be used to determine any unused funds provided by Defence. Unspent funds must be returned to Defence, DMFS will recover unspent funds by issuing an invoice to the affected group.

Groups are required to submit a mid-year and end of financial year compliance report to acquit the funding. Failure to return the completed financial compliance reports by the stated deadline will impact the release of future funding.

It is the responsibility of the Defence Community Group to maintain a complete set of records for acquittal purposes, including all receipts and financial statements via an appropriate accounting payroll system.

CSCP funding is public money and great care must be taken in the administration of expenditure and committee members are fully accountable for their actions in respect of these funds. Committees may be asked to supply documentation and financial records in support of expenditure.

Defence Community Groups who do not meet program compliance requirements will not be eligible for further program funding.

The Defence Community Group must take all reasonable steps to prevent and detect fraud in relation to the performance of the program. The group will acknowledge that the occurrence of fraud will constitute a breach of the funding agreement.

## 5.4 Program Impact Reporting

Defence Community Groups who receive funding will be required to complete mid and end of year impact reporting. This report is designed to evaluate the effectiveness of the Community Support Coordination Program within successful organisation, and ensure program objectives are being met.

This may be provided separately to financial compliance reporting.

## 6. Defence Community Group Hub

Defence Community Groups who receive CSCP funding must enrol their management Committee in the Defence Community Group Hub (the Hub). The Hub is designed to provide Defence Community Groups with resources to assist them in the creation and ongoing management of their Committee.

The Hub includes a mandatory induction for the management committee. As a minimum the President, Treasurer and Secretary (Executive officer) must complete this induction within the first month of funding approval. Failure to complete the induction within this timeframe may delay the receipt of program funds.

The Hub includes a comprehensive resource centre that provides a range of information, resources, links and referrals on key topics of NFP governance including financial management, fundraising, HR, WHS, complaints and conflict management and more.

Instructions on how to enrol and access the Hub will be provided to successful applicants.

## 7. Other information

### 7.1 Conflicts of interest

Committee members and coordinators must not put themselves in a position, real or perceived, where there is a conflict between their duties and responsibilities to the organisation and their personal interests.

Members of the committee, as well as coordinators, must disclose any material personal interest they may have in any contract, or proposed contract, entered into or being considered by the committee. A committee member has a material personal interest when that member has a personal interest in a matter which could be seen to compromise their ability to act in the interests of the organisation and make an impartial decision. The interest may be financial or non-financial.

Disclosures must explain the nature and extent of the interest and be made as soon as the member becomes aware of it.

To avoid any real or perceived conflict of interest it is recommended that the coordinator not concurrently hold a position of committee member. As part of a sound and ethical governance framework, a separation of duties between governance and operations provides a higher level of transparency. Additionally, the paid coordinator roles and the committee member role have distinctly different objectives.

The committee member is recruited as a volunteer and is responsible to ensure the organisation meets its legal and stated purpose. Management and staff are employed by the committee to implement programs and operations. If one person is responsible for both roles, there is a real and perceived conflict of interest and this may present issues in relation to the committee's performance management of employees. It is recommended that anyone in a paid position should not be a committee member.

## 7.2 Social Media

Social media allows communities to share events and activities, communicate key messages and create awareness of opportunities and services in the community they live in. All Defence community groups should have guidance in place for use of social media.

To be eligible for funding groups must not post material that is offensive towards any group or person based on any personal traits, attributes, beliefs or practices that exploit, objectify or are derogatory of gender, ethnicity or religion.

In addition, groups in receipt of funding must exercise judgment to ensure that no information breaches security or adversely affects the safety and wellbeing of their members and their families or that might damage the group's, or Defence's reputation.

## 7.3 Disclaimer

The Australian Government will not accept responsibility for any misunderstanding arising from the failure by an applicant to comply with these guidelines, or arising from any ambiguity, discrepancy or error contained in an application.

## 7.4 False or misleading information

Applicants should be aware that the giving of false or misleading information to the Commonwealth is a serious offence under the *Criminal Code Act 1995* (Cth). Where false or misleading information is provided, or relevant information withheld, criminal or disciplinary action under the *Public Governance, Performance and Accountability Act 2013*, *Defence Force Discipline Act 1982*, *Public Service Act 1999*, or the *Criminal Code Act 1995* may be taken depending on the circumstances.

If the applicant is a Defence member, or employed under the *Public Service Act 1999*, administrative action may also be taken by Defence and sanctions imposed.

Applications may be disregarded if, in the belief of the Department, false or misleading information has formed a component of an application.

## 7.5 Fraud

For the purpose of this document, fraud means dishonestly obtaining a benefit from the Commonwealth or causing a loss to the Commonwealth by deception or other means.

If an investigation finds that the group or its employees have committed fraud, or the group has failed to take reasonable steps to prevent fraud by an employee or subcontractor, the group must reimburse or compensate the Commonwealth in full.

## 7.6 Privacy

The Department of Defence is bound by the provisions of the *Privacy Act 1988* (Privacy Act). Schedule 1 of the Privacy Act contains Australian Privacy Principles (APPs), which prescribe the rules for handling personal information. Personal information is defined in part 2 of the Privacy Act as:

*“... information or an opinion about an identified individual, or an individual who is reasonably identifiable whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.”*

More information can be found at [defence.gov.au/privacy](https://defence.gov.au/privacy).