

Civic Support Fund Information Kit

2023–2024



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1. About the program

Redland City Council established the Civic Support Fund to provide cost of living relief to vulnerable residents on Redlands Coast through grants to community organisations.

The objective of the program is to provide funding towards community organisations that:

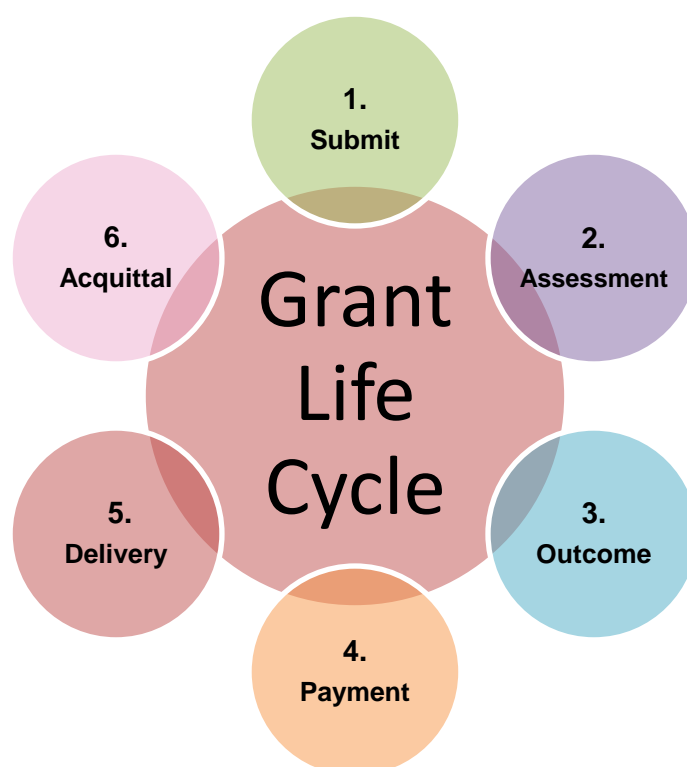
- provide human and social support to residents who have been financially or materially impacted by the cost of living; and
- who are vulnerable or have increased risk factors due to cost of living pressure e.g.
 - Child Safety
 - Family Breakdown
 - Domestic and Family Violence
 - Homelessness and housing stress
 - Mental Health
 - Frail, Ageing and Disability

2. Redland City Council Strategic Goals

The Civic Support Fund supports the delivery of Council's vision and goals outlined in its Corporate Plan [Our Future Redlands – A Corporate Plan to 2026 and Beyond](#).

- City Leadership
- Strong Communities
- Quandamooka Country
- Natural Environment
- Liveable Neighbourhoods
- Thriving Economy
- Efficient and Effective Organisation

3. Grants Life Cycle



1. Submit	Submission of online application with supporting documentation
2. Assessment	Pre-eligibility assessment of applicant and project Assessment of eligible applications
3. Outcome	Applicants advised of the funding outcome
4. Payment	Funds provided to successful applicants
5. Delivery	Project delivered within specified timeframe and conditions
6. Acquittal	Acquittal of funds including receipts of expenditure

4. Available funding

The Civic Support Fund will operate through a rolling grant round to which community organisations can apply for funding to assist vulnerable Redlands Coast residents with the cost of living.

Grants will be provided in three (3) categories: Quick Response, Minor and Major. The total funding pool will be allocated progressively across all three categories until funds are exhausted. Any unallocated funds at the end of the 2023-2024 financial year will be returned to Council's general revenue.

5. How does an applicant apply?

Applications must be made using the SmartyGrants portal via Council's [website](#). Before registering or applying, applicants must thoroughly read and understand this Information Kit.

Applicants will receive a unique reference number which should be quoted when making enquiries about their application.

6. How often can an applicant apply?

An applicant may submit one (1) application in each grant category concurrently for different projects.

Subsequent applications may be considered for a different project in the same category, only after the previous funded application has been properly acquitted.

Applicants may not submit multiple applications for the same project to other Council grant programs.

An auspice may sponsor multiple organisations, provided it does not have debts or non-acquitted grants with Council.

7. Application timeframes

Funding will be available until the end of the 2023-2024 financial year or until the allocation is exhausted. Applications will be processed in the order they are deemed eligible.

Approvals will be made on a rolling basis, usually within four (4) weeks of an eligible Quick Response application being received, and within three (3) months of an eligible Minor or Major application being received.

The Quick Response category may be paused and resumed at the discretion of the panel.

8. Is your organisation eligible?

Applicants must meet the eligibility criteria below:

Eligible applicants	Ineligible applicants
<ul style="list-style-type: none"> • Not-for-profit and incorporated entity or registered by an Act of Parliament. • Have an active Australian Business Number (ABN). • Be operating and financially viable. • If sourcing an auspice, ensure the auspice is a not-for-profit and incorporated entity. • If sourcing an auspice, ensure the auspice agrees to accept legal and financial responsibility for the grant. • Hold Public Liability Insurance (\$20 million). 	<ul style="list-style-type: none"> • Government or semi-government organisations (e.g. hospitals and libraries). • Public and private education institutions (e.g. primary, secondary and independent schools or tertiary institutions). • For profit businesses. • Childcare and after-school care service providers. • Political parties and political lobby groups.

Eligible applicants	Ineligible applicants
<ul style="list-style-type: none"> • Have a bank account in the name of the legal entity. • The funded project must be delivered in Redland City however the applicant may be based outside the Redlands. 	<ul style="list-style-type: none"> • Industry peak bodies or organisations that as part of their charter do not provide a direct community benefit. • Organisations that hold a license for more than 20 gaming machines*. • Applicants and/or auspice that have outstanding rates or other debts to Council, or non-acquitted grants with Council. • Organisations that are supported through Council's Targeted funding allocations to deliver community services, if applying for the same project.

- Parents and Citizens Associations (P&C) will only be eligible if able to demonstrate significant wider community benefit. P&C projects must be undertaken in conjunction with other community based organisations. There must be a documented agreement between the P&C and the community organisation that demonstrates evidence of partnership and significant wider community benefit.
- Religious and industry peak bodies or organisations are only eligible for funding where the project demonstrates broad community benefits primarily outside the membership of the organisation. Industry organisations must specifically list community benefit in their constitution to be eligible to apply.
- *Organisations that hold a licence for more than 20 gaming machines are eligible to auspice if it is determined they would not directly benefit from the applicant receiving the grant.
- All other applicants who are ineligible to apply for a grant are also ineligible to auspice applicants.

9. Grant categories and eligible projects

Grants are available to eligible applicants for high quality, evidence-informed projects that build resilience and meet the needs of the Redlands community.

To be eligible, applications must align with the criteria below:

Quick Response	Minor	Major
<p>Up to \$5,000</p> <p>Support for community organisations to deliver short-term responses to immediate cost of living needs.</p>	<p>Up to \$20,000</p> <p>Funding to support community organisations to respond to community priorities emergent from cost of living pressures.</p>	<p>Up to \$50,000</p> <p>Funding for community organisations to deliver large-scale or long-term initiatives which address cost of living needs and provide benefits for Redlands residents.</p>

Quick Response	Minor	Major
<p>Delivery term 1 to 3 months.</p> <p>To assist organisations to broker direct and immediate support for identified vulnerable residents whose risk factors have increased due to cost of living pressure.</p>	<p>Delivery term 3 to 12 months.</p> <p>Short to medium term projects that address one or more building blocks of resilience including wellbeing, connection, security and knowledge.</p>	<p>Delivery term up to 12 months.</p> <p>Large-scale or long-term activities and initiatives that address cost of living considerations and build resilience of communities through improving wellbeing, connection, security and/or knowledge.</p>
<p>For all categories, eligible projects may include but are not limited to, any of:</p> <ul style="list-style-type: none"> • Client brokerage, food supplies, clothing, essential household items and small home appliances. • Support that meets the needs of residents experiencing domestic and family violence. • Provision of resources and equipment for activities and initiatives that meet the needs of people experiencing homelessness and people living in social housing. • Programs that guide vulnerable residents to navigate the human and social support systems to access required support. 		
<p>Quick Response</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Household items – small appliances, bedding. • Personal items – clothing and toiletries. • Food – grocery vouchers, community pantry, cooking courses. • Transport – Go Cards, community transport. • Essential medication. • Other vouchers/gift cards valid for essential items only. • Support for vulnerable residents with access to fresh produce. • Localised events focused on providing practical connection to information and support for those experiencing cost of living pressures. • Community organisation open days to encourage new clients to access the centres in a friendly environment. 	<p>Minor</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Food pantry / bulk food purchase for direct distribution to vulnerable residents. • Transport program to support vulnerable residents to attend essential appointments. • Essential furniture, small appliances, kitchen items and bedding. • Costs associated with transporting larger donations or purchased goods to recipients. • Life skills courses that address cost of living pressures such as budgeting, cooking etc. • Non-structural refurbishment to meet new and emerging needs relating to cost of living, such as creating a safe and welcoming atmosphere with soft furnishings, family meeting spaces, intake spaces. 	<p>Major</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Programs that provide wrap around support for residents experiencing or at risk of homelessness or entering the justice system. • Assistance to establish support services on Redlands Coast. • Programs that facilitate or increase the capacity of vulnerable residents to navigate access to support. • Preparation and provision of a community meals program.

Quick Response	Minor	Major
	<ul style="list-style-type: none"> • Expansion of existing program into new geographic or demographic area where an existing gap can be evidenced. 	

10. What will not be funded

The following items are ineligible for funding (some exceptions apply):

- Day-to-day operational costs including staff wages, rent and insurance, unless there is evidence it is an additional expense incurred by the funded project.
- Administrative costs more than \$1,500 or 15% of project costs, whichever is lesser.
- Equipment hire or purchase more than \$5,000 or 30% of project cost, whichever is lesser. (Applicants may also seek funding for equipment through other grant programs including the State Government's Gambling Community Benefit Fund).
- Staff personal development costs including attendance at conferences or further study.
- Projects for fundraising purposes and financial donations.
- Projects of a political nature or that incorporate political activities.
- Projects operated for commercial purposes.
- Projects which begin before grants are awarded (no grants will be awarded retrospectively).
- Project costs incurred outside the funding period.
- Recurrent projects.
- Projects considered the core responsibility of other levels of government.
- Project costs already supported by other levels of government.
- Projects in competition or conflict with Council and Redland City local laws.
- Payment of debts to any entity e.g. Buy Now Pay Later, fines or infringements.
- Payment of loans to any entity e.g. bond loans, no interest loans, common loans.
- Prize money or the purchase of prizes or alcohol.
- Purchase of vouchers/gift cards that can be redeemed for non-essential items.
- Purchase of large capital items or vehicles e.g. buses, boats, electric scooters and electric bicycles.
- Projects that have the same or similar outcome that have been funded under any other Council programs or operational funding.
- Capital works or fixed structures including structural changes to existing infrastructure.
- Direct payment of any housing costs such as bond, rent or mortgage expenses.
- Payment of household expenses including utilities e.g. electricity, gas, water, sewerage, internet, rates.

11. Application requirements

An applicant must provide with their application:

- Last signed audited financial statement or annual treasurer's report
- Public liability certificate of currency (\$20 million)
- Itemised budget clearly outlining how the requested funding will be used
- Two written quotes for each expenditure item requested
- [Land Owner's Consent](#), if applicable (Council facilities must meet all requirements of a building compliance inspection per the Lease Agreement)
- Project plan
- For [events](#), a Temporary Entertainment Event approval and event management plan

Temporary Entertainment Event approval

Provision of grant funding for events will be dependent on a Temporary Entertainment Event approval under Local Law 1.12. A Temporary Entertainment Event application should be in progress on submission of your grant application. If your project does not require any approvals, you will need this confirmed in writing.

Contact the Environmental Health Team on (07) 3829 8999 for further information.

Insurance

It is the applicant's responsibility to obtain and maintain adequate insurance (including public liability up to \$20 million) with a reputable insurer, in relation to activities carried out by the applicant for the project, to guard against any claims for loss or damage to property and injury or death to persons.

The applicant is also responsible for ensuring a safe work environment in accordance with *Workplace Health & Safety Act 2011* and its associated Regulation and Codes of Practice.

Where applicable, the applicant is to obtain and maintain workers compensation insurance in accordance with applicable legislation and where relevant, ensure appropriate Council approvals can be obtained to complete your project.

12. How is an application assessed?

Both the applicant and project must be eligible to be considered for funding. Only information contained in an application will be assessed, however further information may be sought for verification purposes.

- Pre-eligibility checks confirm the applicant and project is eligible
- Eligible applications are assessed by an Assessment Team
- Assessors recommend projects with a funding amount for approval
- Funding decisions and approvals are made for:
 - Quick Response grants by the Panel Chair; and
 - Minor and Major grants by the Panel and Panel Chair

The number and value of grants awarded will be at Council's discretion and will reflect the merit of applications, and in particular, the needs of the city. Council reserves the right to offer applicants a lesser amount than requested.

13. Assessment criteria

Eligible applications will be assessed using the assessment factors below to provide a weighted score. Refer to [Redland City Community Profile](#) for contextual data.

Assessment Factors	Quick Resp.	Minor	Major
<p>The <u>need</u> for the project: Is there a clear need for the project in the community? Is the project addressing a significant issue or challenge? Tip: Explain why the project is needed and how it will benefit the community. <i>Residents of SMI - Aboriginal and Torres Strait Islander people - Frail, Ageing and Disability - Children and Families - Insecure Employment/ Homelessness - Financial Insecurity – Education - Disengaged Young People - Mental Health/ Alcohol and Other Drugs.</i></p>	√	√	√
<p>The <u>feasibility</u> of the project: Is the project feasible? Does the applicant have the skills and experience to carry out the project? Is the project realistic and achievable? Tip: Be realistic and achievable: Make sure the project is feasible and that you have the skills and experience to carry out the project. <i>Provide evidence in the project design which verifies a demonstrated measurable change can be attributed to the initiative.</i></p>	√	√	√
<p>The <u>impact</u> of the project: What impact will the project have on the community? Will it improve the quality of life for residents? Will it create jobs or opportunities? Tip: Describe the impact of the project: Be specific about how the project will improve the lives of residents or address a community challenge. Consider in your application how you will evaluate the initiative to confirm a measured change. <i>Refer to Wellbeing Factors: Access and connectivity - Education and life-long learning - Healthy minds - Housing and home - Identity and belonging - Living standards – Safety - Social connection.</i></p>	X	√	√
<p>The <u>value</u> for money: Is the project good value for money? Is the funding being used efficiently and effectively? Tip: Demonstrate value for money: Explain how the funding will be used efficiently and effectively. <i>Provision of information on cost-effectiveness, or the costs per unit of outcome across the lifecycle of the initiative.</i></p>	X	√	√

Factors considered in scoring may include:

- The applicant's track record.
- The level of collaboration and partnerships.
- The level of community support.
- The innovativeness of the project.
- The sustainability of the project.
- The scalability of the project.

14. Outcome process

Applicants that are successful in obtaining funding will be advised in writing and required to:

- enter into a Funding Agreement and agree to its terms and conditions; and
- provide an invoice before payment will be processed.

Once all funding conditions have been completed and a valid tax invoice has been provided, payment of the awarded funding will be released by Council.

Unsuccessful applicants will be advised in writing and can seek feedback which may assist future applications.

15. Project delivery

Monitoring

Recipients must complete milestone reporting for Minor and Major grants via SmartyGrants to confirm that the project is processing as per the Funding Agreement.

Recipients will receive a system generated email advising when a milestone report is required. If a project or event has not achieved a required milestone, applicants must contact the Community Grants Team.

Variations

Funding must be used in accordance with the Funding Agreement and the conditions of funding. Funds must be spent within the funding period. Any changes to the project activities or the project duration must be approved by Council. Requests for variations must be in writing via SmartyGrants and be received before the project end date. Funds expended on unapproved variations will be recalled by Council after the initial acquittal is received.

Acquittals

Applicants must complete an acquittal within fourteen (14) days of the project end date via SmartyGrants. The acquittal form requests evidence of grant expenditure and information on the outcome and impact of the completed project.

Applicants must submit adequate receipts or evidence of approved expenses that at least equal the amount of the grant. For this purpose, applicants are required to keep all receipts for items purchased. A statutory declaration or certification from external auditors in lieu of receipts or invoices will not be accepted.

Acquittals for essential item vouchers/gift cards must be accompanied by de-identified data about the recipient individuals as specified in the Funding Agreement.

Quick Response projects require a simple evaluation report. Minor and Major projects require a detailed evaluation report including performance and impact measures and evidence of completed activities, such as photographs or other relevant documentation.

Should an applicant not acquit grant funding, they will remain ineligible under future funding rounds until such time as the acquittal is submitted and approved by Council.

Repayment of Grant

When acquittal cannot be satisfied or the awarded funding was underspent, the grant recipient must repay Council:

- a) Within 30 days of our request or as otherwise agreed, any part of the grant spent on purposes not approved by the Funding Agreement;
- b) Any and all unexpended grant unless otherwise agreed, within 30 days or the earlier of:
 - i. the end date
 - ii. termination of the Funding Agreement;
- c) Any difference between the actual project costs and the budget costs which are greater than \$100 (where the budget costs exceed the project costs).

All repayments must reflect any associated GST component relating to the original payments.

16. Budget

Applicants must provide an itemised budget for the project, event or activity including all income, expenditure and in-kind costs. The application must clearly demonstrate which expenditure items funding will be used towards, should the application be successful.

Please ensure that the application includes:

- Two (2) quotes for each grant expenditure item.
- Local suppliers must be used unless items cannot be sourced locally.

Budget Sample

Project costs – list items required (Include GST component only if not registered for GST)	Amount (\$)
Marketing/Communications for Open Day	\$600
Catering	\$600
40 x \$50 vouchers for essential items <store name/card type>	\$2,000
25 x Essential Clothing Packs	\$1,000
40 x Toiletry Packs	\$800
Total Grant Amount Requested	\$5,000

Applicant's cash contribution (indicate cash/in-kind)	Amount (\$)
Administration Costs (in-kind)	\$1,000
Materials (cash)	\$200
Total Amount	\$1,200

Total project cost is **\$6,200**.

Grant amount requested **\$5,000**.

Paid amount **\$5,500** (approved grant amount inclusive of GST).

If your application is successful and your organisation is registered for GST, Council will add the GST on top of the approved grant amount – this GST component is declared to the Australian Taxation Office (ATO). This will ensure no out of pocket expenses for organisations that are registered for GST.

Goods and Services Tax (GST)

Applicants must advise whether they are registered for GST. GST can affect your grant in the following ways:

- Total amount paid for goods and services purchased using the grant funding.
- Total grant funding approved.

For advice on GST, contact your tax advisor, or the Australian Taxation Office on 13 24 78 or www.ato.gov.au.

17. Support and assistance

The Community Grants Team is available to assist with identifying the most suitable category for your project. Applicants are encouraged to seek assistance to ensure their application meets the objectives of the program and funding category and to increase the chances of being successful in receiving funding.

For more information about Civic Support Fund, contact the Community Grants Team or Council's Customer Service Centre.

Phone: (07) 3829 8999
 Email: grants@redland.qld.gov.au
 Website: www.redland.qld.gov.au/grants

18. Definitions

Redland City Council definitions

Term	Definition
Acquit	To advise Council of the outcomes of assistance provided through the Civic Support Fund using the acquittal form provided.
Applicant	A community organisation or entity applying for a Civic Support Fund grant.
Assessment Criteria	Criteria defined in this Guideline for assessing applications received to guide funding distribution.
Assessment Panel	A panel comprised of senior Council officers to make funding decisions on the recommendations of the Assessment team.
Assessment Team	A team established to assess eligible applications and recommend the distribution of funding.
Auspice	An incorporated body that will accept legal and financial responsibility for a project on behalf of a non-incorporated applicant seeking funding.
Brokerage	The purchase of goods/services/vouchers that will support vulnerable residents meeting their necessities as specified in the application.
Community Grants Team	A team within Redland City Council's Communities Group responsible for grants administration.
Commercial purposes	The carriage of persons or property for any fare, fee, rate, charge or other consideration, or directly or indirectly in connection with any business, or other undertaking intended for profit.
Community resilience	The ability of a system, community or society to resist, absorb, cope with and recover from the effects of hazards and stressors, without undermining security or wellbeing.
Council	Redland City Council
CSF	Civic Support Fund

Term	Definition
Eligibility Criteria	Criteria that must be met for an application to be assessed for funding.
Grant	Money provided to recipients through a recognised program for a specific purpose and outcome.
Grant Conditions	Conditions that apply to the allocation and use of funds.
Incorporated Body	An organisation, group or other entity that is legally incorporated. This includes entities incorporated under the “Associations Incorporation Act 1981”, “Corporations Act 2001” (c’wealth), “Aboriginal Councils and Associations Act 1976” (c’wealth), “Cooperatives Act 1997”, “Community Services (Aborigines) Act 1984”, “Community Services (Torres Strait) Act 1984”, and organisations with non-profit objectives incorporated by an Act of Parliament and approved by The Treasurer.
Long term	Timeframe of up to 12 months for the Civic Support Fund.
Medium term	Timeframe of 3 to 12 months for the Civic Support Fund.
Milestone report	Report required to update Council on progress of grant funded project in line with project plan included in funding application.
Operational costs	The cost associated with the ongoing activities and services of an organisation e.g. rent, insurance and venue hire.
Organisation	An incorporated body and/or an eligible entity seeking Civic Support Fund funding.
Panel Chair	Group Manager Communities
Project	A temporary undertaking with a defined beginning and end to create a unique product, service or result and includes a festival, event and/or service.
Recurrent projects	Repeated or continued projects in the same location, occurring on a regular or semi-regular cycle (for example annually).
Recipient	The organisation that is successful in their grant application.
Rolling round	A grant round that operates on an ongoing basis (for Civic Support Fund until funds are exhausted) and receives applications at any time and makes decisions throughout the year.
Short term	A timeframe of 1 to 3 months for Civic Support Fund.
SmartyGrants	Electronic grants management system used by Council.
Vulnerable residents	Redlands Coast community members who are susceptible to and unable to cope with hazards and stressors.