



Australian Government

Department of Foreign Affairs and Trade

smartraveller.gov.au

EVERY TRAVELLER ▶ EVERY TRIP

Smartraveller Grants Program Guidelines

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1. SMARTRAVELLER

1.1 Introduction

Australians make over 10 million overseas trips each year. Most Australian travellers are well prepared and enjoy trouble-free travel. Some run into difficulty, but can sort things out themselves with the help of family, friends, travel insurers, travel agents or employers. Approximately 15,000 seek assistance from the Australian government on issues ranging from hospitalisation and whereabouts enquiries to arrest, imprisonment or the death of a family member.

Smartraveller is a key program enabling the Australian Government to fulfil a significant priority: to help Australians travel overseas safely and securely. Managed by the Department of Foreign Affairs and Trade (DFAT), Smartraveller assists Australians to make informed decisions about their safety and security when travelling overseas by promoting safe travel messages and accurate and timely country travel advisories.

The Smartraveller website attracts over 20 million page views each year. Travellers can browse advice for 174 destinations, as well as bulletins on terrorism, health and other issues. There are also pages with tips on partying safely overseas and advice for women travellers. Other Smartraveller initiatives include a smartphone app, social media messaging, television advertising, participation in travel expos, and partnerships with travel and insurance industry stakeholders.

See below for additional information about Smartraveller and DFAT's consular services.

- Smartraveller.gov.au
- [Smartraveller on Facebook](#)
- [Smartraveller on Twitter](#)
- [Smartraveller on YouTube](#)
- [Consular Services Charter](#)
- [Consular Strategy 2017-19](#)
- [Consular State of Play 2015-16](#)

2. SMARTRAVELLER GRANTS PROGRAM

2.1 Purpose and Scope

The Smartraveller Grants Program (SGP) provides competitive funding from DFAT for projects that encourage smarter, safer overseas travel by Australians.

Applications are open to individuals who are Australian citizens or permanent residents, and to Australian entities with an Australian Business Number (ABN) or Australian Company Number (ACN).

Applications are assessed against the Guidelines contained herein. All applicants should carefully read the Guidelines before submitting an application for funding under the SGP.

2.2 Objectives

The SGP seeks to improve the provision of information and services for Australians travelling overseas, especially vulnerable and at-risk travellers, and encourage positive changes in attitudes and behaviour. This reflects the goals of the Smartraveller public information campaign and key objectives of the [Consular Strategy 2017-19](#).

The overarching objectives of the SPG are to:

- Support the DFAT Smartraveller campaign and smarter, safer overseas travel by Australians;
- Attract innovative, effective projects and partners to help implement the DFAT Consular Strategy 2017-19; and
- Use Australian Government funds efficiently and effectively to achieve above goals.

2.3 Funding

The SGP round for 2017-18 will fund three to four projects for a maximum amount of \$15,000 each. The funding amounts will be finalised by December 2017.

2.4 Funding Priorities

The SGP will prioritise funding for activities which meet some or all of the following objectives.

Promote a culture of responsible travelling

- Reinforce the importance of adequate planning and preparation for overseas travel - including appropriate travel and medical insurance.
- Increase the proportion of Australians travelling overseas who are self-reliant in adversity when travelling overseas and see DFAT consular services as an option to be sought after other avenues have been exhausted.

Raise public awareness of travel issues and risks

- Help Australians understand the risks of overseas travel and promote ways to enhance safety, including through new technology.
- Further increase awareness and use of the Smartraveller brand and services.

Provide information and/or services to vulnerable or at-risk Australians overseas travellers

- Assist those identified as vulnerable or high-risk travellers, including but not limited to under-25s, elderly travellers and people with mental health issues.

2.5 Selection criteria

Funding applications will be assessed on a project's demonstrated ability to meet the project selection criteria below.

Selection Criterion 1 - Relevance

Applicants need to demonstrate how their proposal will address the funding priorities of the SGP (see [Section 2.4](#)). The application should articulate the need or issue being addressed by the proposal, and provide relevant background or contextual information.

a. Demonstrate why there is a need for the project

For example:

- What is the need to be addressed by the project?
- What are your key project objectives (maximum of 4)?
- Who will your project target and why?

b. Show how the project aligns with the SGP objectives and priorities

For example:

- How will your project promote a culture of responsible overseas travel by Australians?
- How will your project raise public awareness of travel issues and risks?
- How will your project provide improved information or services to Australians travelling overseas, including those identified as vulnerable or at-risk travellers?

Selection Criterion 2 - Approach

The approach should be clearly described, and show a path to achieving the project objectives. Applicants must demonstrate that the proposal is supported by thorough planning. The application should include key elements, including a comprehensive breakdown detailing the project's major activities, budget, timeframes and milestones, and information about the management and governance of the project.

a. Describe the activities you will undertake— e.g. workshops, services, a new website or app, etc.

For example:

- Are the activities and resources identified in the project the most effective way to effect positive attitudinal or behavioural change in the target audience?
- How does your approach address any challenges in communicating to the target audience?
- Is there a clear project plan with appropriate timeframes to achieve project deliverables?

- What marketing and publicity tools will you use to reach the intended audience? Are there direct links to Smarttraveller's messaging, website or social media channels?
- What relationships with partner organisations - for instance schools, tourism providers, local authorities or businesses - do you have or intend to build, and how will you do this?
- If implemented overseas, does the design of your proposal take into account the local context? Have you consulted with DFAT missions overseas or local partners about how best to engage with local authorities or businesses?
- Are there any particular risks that need to be managed?

b. Show that the proposal is financially viable and cost-effective, and that requests for funding are reasonable in the context of the overall project.

For example:

- Are there other sources of funding?
- What impact will SGP funding have on your ability to deliver the project?

Selection Criterion 3 - Impact

Tangible, positive results for Australian travellers overseas are an essential requirement of the proposal. The application should describe the anticipated outcomes of achieving project objectives, and how the success of the project will be measured. It should also describe the future sustainability of project outcomes post-completion, if appropriate. The applicant must also demonstrate an understanding of the end users or target communities, their demographics, the difference this project will make, and any flow-on effects for the broader community.

a. Describe what outcomes will be achieved for end users or target communities, and how these outcomes might be sustained beyond the life of the project

For example:

- Are the expected outcomes realistic?
- Does the proposal demonstrate an understanding of the target audience, including particular risks they may face overseas?
- Which groups in the community will benefit, and how will this be sustained?
- Are there flow-on benefits for the broader sector, other sectors or communities?

b. Describe how these results will be measured

For example:

- How will you measure the success and effectiveness of outcomes?
- How will you demonstrate these outcomes in your reporting to DFAT?
- What measures will you have in place to support sustainable and ongoing positive behavioural change in your target demographic?
- What measures will you have in place to ensure a sustainable and ongoing improvement in the provision of information and services to Australians travelling overseas?
- How does the project deliver the best value for money in the context of the SGP's goals and objectives?

Selection Criterion 4 - Team

The proposal must detail the organisations and people that will be involved in the project team, including any sub-contractor arrangements. Applicants need to demonstrate that the team has the right balance of skills and expertise required to develop the project and deliver outcomes, and a track record in managing a project that delivers outcomes at an operational level.

a. What is the capacity and experience of the individual/project team to deliver the proposed outcomes?

For example:

- Does the team have the right balance of skills and expertise to develop the proposal and deliver outcomes?
- What experience do you have in delivering similar activities in Australia or overseas?
- Were these projects successful? What outcomes did they achieve?
- What experience do you have working with any intended partner organisations - for instance, schools, tourism providers, local authorities or businesses?
- Has a letter of support/confirmation been provided from these partners?

2.6 Selection Process

To be eligible for the SGP grants consideration, a project must achieve a minimum score of 3 on a 5 point scale in each of the following criterion.

1. Ability to contribute to the objectives of the SGP (Criterion – 1)
2. Demonstrated need for the project and anticipated community or industry benefit (Criterion – 1)
3. Extent to which the budget is comprehensive, realistic and provides value for money (Criterion – 3)
4. Evidence of effective consultation, networking and partnering (Criteria – 3 and 4)
5. Capacity to undertake all aspects of the project including evaluating and documenting the results (Criterion – 4)
6. Extent to which alternative and complementary funding sources have been explored and secured (Criterion – 2)
7. Ability to sustain the project or its outcomes after funding ceases (Criterion – 3).

3. ELIGIBILITY REQUIREMENTS

3.1 Applicants

Individuals, groups and organisations may apply for SGP funding. Applicant/s must be an Australian citizen or a permanent resident, or an Australian entity with an ABN or ACN.

Joint applications may be accepted from a non-Australian citizen or organisation working in partnership with an Australian citizen or permanent resident, to promote smarter, safer overseas travel by Australians.

Groups must nominate either an individual or a legally constituted organisation as the legal entity, known as the grant recipient, which will be responsible for administering the grant, should one be offered.

To be eligible, organisations must be registered under law or created by law (for example, a government statutory authority). Examples of legally constituted organisations are incorporated associations, incorporated Indigenous associations and companies limited by guarantee.

For further information on eligibility, see [Section 5.2](#).

3.2 Project financing

Applicants should consider carefully their project costs and demonstrate how the project provides value for money. Applicants would normally be expected to demonstrate they are seeking support from multiple sources. Full budget details for the project are required in the completed application form, and applicants must declare where they are seeking other sources of funding for the same project, including all Commonwealth, State/Territory and local government funding.

3.3 Activities

The SGP has a policy of supporting innovative proposals in a broad range of areas.

SGP grants are **not normally available** for the following purposes:

- activities that are commercially viable in their own right
- business development activities and activities that will be of a commercial benefit to the recipient (e.g. promotion of the recipient's business)
- activities that are the responsibility of other funding bodies or other government agencies (e.g. academic research, assistance to business, development assistance projects)
- funding of completed activities, or recurrent funding of activities
- capital expenditure, including purchase of real estate and vehicles
- purchase of equipment (for example, computers, photographic or printing equipment)
- administrative costs arising from the day-to-day operations of an organisation (for example salaries, and leases of equipment or property).

The SGP does not generally fund travel and accommodation for attendance at conferences or meetings, participation in fieldwork or sporting or other events, unless such activities are considered by the selection committee to be of direct relevance to the program's objectives.

In assessing applications for such activities, the selection committee will consider whether:

- the activity involves a sharing or transfer of expertise in ways that would directly advance the program's objectives;
- the activity includes a wider program that would directly advance the program's objectives;
- the activity results in an expansion of links in new areas in ways consistent with the program's objectives; and
- alternative sources of funding are either unavailable, or have been adequately explored.

The selection committee will apply the following additional criteria if funding is required to attend a conference or meeting:

- a single participant per conference or meeting may receive funding;
- the conference or meeting participant must be the principal speaker, and a copy of any paper, including activity report, presented by the participant must be provided to DFAT; and
- modest accommodation and travel expenditure may receive funding.

3.4 Project and reporting timeframes

The project must conclude by 31 December 2018. All SGP grants **must be acquitted by 31 January 2019** or no later than thirty days after completion of the project.

4. APPLICATION PROCESS

4.1 Online submissions

Applications must be submitted online through smartraveller.smartygrants.com.au.

Applications must include the following:

1. contact details;
2. organisation details;
3. project summary;
4. project description (addressing the selection criteria listed under [Section 2.5](#));
5. project sustainability and evaluation;
6. project budget;
7. supporting materials (such as, relevant letters of support from partner organisations, images or web links); and
8. declarations and privacy statement.

The budget is an important part of the application and will be assessed closely. Application budgets must be submitted in Australian Dollars (AUD). Applicants should ensure that budgets are accurate and realistic, and that **costs to be covered by SGP funding if the application is successful are clearly indicated**.

Note: All expenditure must be acquitted at the end of the project. The acquittal must be completed by 31 January 2019 or no later than thirty days after the completion of the project.

The project materials may be used by DFAT to promote the SGP or other related activities, unless agreed otherwise.

Applications that are incomplete, or do not include supporting documentation or address the selection criteria, may be deemed ineligible.

Following submission, applicants should inform the Secretariat promptly of any change of contact details or of any other information pertinent to the completion of the project; for example, cancellation of some or all activities.

4.2 Closing dates and notification

Applications must be submitted by the closing date. Late applications will not be considered to ensure equity in the receipt of applications.

Activity	Date
Closing date and time for complete applications	Friday, 6 October 2017, 2:00PM AEDT (Australian Eastern Daylight Time)
Application outcome notification	6 December 2017

4.3 Questions during process

Applicants are encouraged to contact DFAT to clarify any issues with regard to eligibility and selection criteria. The contact details for DFAT's Consular Information Section (CIN) see [Section 7.10](#).

5. SELECTION PROCESS

5.1 Application acknowledgement

All applicants will receive an acknowledgement email when the application has been received. The acknowledgement may be sent out before applications are checked for eligibility. Receiving an acknowledgement does not mean that an application is valid. Please see below for information on the eligibility check.

5.2 Eligibility check

Where an applicant or application is ineligible, (see Sections [3.1](#), [3.2](#) and [3.3](#) of these guidelines and as outlined below), they will be advised and the application will not be considered.

Normally, no applicant can hold more than one SGP grant at a time (although large institutions such as tertiary education institutions may submit up to three applications from different faculties).

New SGP grants cannot be provided to applicants that have failed to provide a full and proper acquittal of an earlier grant provided by the SGP. An interim report can be provided where existing grant funding will be expended prior to the commencement of the requested new grant funding.

5.3 Selection committee

The SGP selection committee evaluates applications and makes recommendations based on contemporary Government policies. DFAT's First Assistant Secretary, Consular and Crisis Management Division, or his/her delegate, is responsible for approving spending proposals and ensuring all spending proposals recommended for approval are consistent with grant program guidelines and the Department's financial management and accountability requirements.

5.4 Decision-making

Eligible applications will be considered by the selection committee, which will make recommendations to the First Assistant Secretary, Consular and Crisis Management Division, for approval. The selection committee will competitively assess applications against the selection criteria.

Decisions will be made primarily on the basis of the information supplied in the application, budget and accompanying supporting materials. Where a proposal involves overseas activities, the committee may seek additional input from relevant DFAT overseas mission. In these cases, applicants are expected to have made prior contact with Australia's relevant overseas mission.

The committee may also take into account information from other sources that it considers appropriate, such as:

- advice from sectoral experts;
- communication with other areas of government, including federal, state and territory government agencies
- previous DFAT grant acquittals (including any overdue or unsatisfactory acquittals).

While an application may meet the selection criteria, a grant is not guaranteed. Successful applications may not be funded to the full amount requested.

Unsuccessful applicants will be advised in writing following the completion of the decision-making process.

5.5 Role of Consular Information Section

The role of Consular Information Section (CIN) in the SGP is to:

- administer and monitor the program to ensure a flexible, fair and efficient assessment process in the interest of both the decision-makers and applicants;
- provide information and advice to the selection committee to assist its determination of policy and its assessment of grant applications;
- provide information to potential applicants;
- advise grant applicants of the success or otherwise of their application, execute grant agreements and monitor grant recipient performance, and ensure that all documentation, including acquittal and evaluation information, is received and stored appropriately; and
- ensure all grants are issued, managed, evaluated and acquitted in accordance with DFAT policy.

See section [7.10](#) for contact details.

5.6 Conflict of interest

Selection committee members, CIN staff in DFAT and applicants must disclose any actual or perceived conflict of interest in any matter to be considered in which they are formally involved. Depending on the nature and extent of the conflict, they may be required not to take part in any discussion or decision-making process involving the conflict. Such disclosures will be formally recorded. The selection committee and CIN are required to adhere to applicable requirements of the [Commonwealth Grants Rules and Guidelines](#) (CGRGs) and are treated as officials for the purposes of the CGRGs.

DFAT employees are required to comply with the Commonwealth *Public Service Act 1999* and the Australian Public Service Values and Code of Conduct. DFAT's [Conduct and Ethics Manual](#) ensures that any conflicts of interest, whether actual or perceived, do not influence decision-making.

6. GRANT CONDITIONS

6.1 Funding agreement

SGP grant recipients will be required to sign a *Funding Agreement* setting out the terms and conditions of the grant. The grant recipients will be required to provide an acquittal within thirty days of the completion of the project.

The acquittal report will include an evaluation of the project and its outcomes at the time of completion, accompanied by supporting evidence and a financial acquittal. Recipients should also expect DFAT to be in regular, informal contact with them throughout the life of the project.

SGP grant recipients will be required to provide a tax invoice, in accordance with GST legislation, for each payment of grant funds in accordance with the payment dates set out in the funding agreement. Payment of a SGP grant will be made after the agreement has been signed by all the relevant parties and the grant recipient has submitted an invoice. Applicants should not commit SGP grant funds until the agreement has been signed by all relevant parties.

Funding must be used for the specific activities outlined in the application and only towards those costs indicated in the budget for SGP funding expenditure. Recipients may request changes to the agreement in writing to the SGP contact officer in Consular Information Section, but this does not guarantee the request will be approved. The recipient must promptly repay any unspent funds and/or funds spent on non-approved items.

If a SGP grant cannot be taken up within the timeframe set out in the application, it may be withdrawn. Any changes to the timing of the project, including delays, should be reported in writing immediately to the SGP contact officer in Consular Information Section. If required, a request for extension should also be submitted in writing. Requests for extension will be considered but may not be approved.

6.2 Reporting

Reporting requirements for this program are intended to be modest, in line with the level of funding. Two key reports are required each year: an activity report and a financial acquittal.

The end-of-activity report should address the following:

1. reporting against up to four project-specific results identified in the application;
2. most significant change (positive or negative) observed in the target audience of Australian travellers, preferably supported through statistics or survey results;
3. take-up of project products/services
 - type of follow up enquiries received
 - the number of these follow up enquiries received;
4. attendance at and response to project events
 - type of events
 - number of events
 - total attendance numbers for events
 - type of audience at these events
 - stakeholder responses to the events; and

5. quantity and quality of media coverage and social media coverage

- number of website hits
- number of media articles
- number of radio broadcasts
- number of television broadcasts
- number of social media interactions
- quality of social media coverage and social media interest
- social media and website addresses relevant to your project including host organisations or locations.
- images or videos, including for possible use in DFAT reporting and publicity.

This information will be used to inform the selection committee's future decision-making.

7. OTHER INFORMATION

7.1 No guarantee of ongoing funding

Unless specified, approval of any grant to an individual, group or organisation does not commit DFAT to any future funding of that individual, group or organisation.

7.2 Insurance

The grant recipient/s are responsible for all administrative arrangements associated with their project, including visa and travel arrangements, visa charges, airport taxes, ground transport, travel and health insurance for project participants, medical and hospital insurance cover for visitors not covered by Medicare in Australia (including evacuation and death cover), any necessary insurance for equipment, and accommodation costs and arrangements. Grant recipients must be covered by appropriate insurance, including workers compensation, as required by law, and professional indemnity, public health and liability insurance as required by the project. DFAT may request evidence of the currency and amount of cover under all relevant policies.

7.3 Administering grants

The SGP applicants need to enter into a written agreement with their administering body (see [Section 3.1](#)), setting out the respective rights and responsibilities of both parties in relation to the grant's administration and acquittal. The agreement should also contain a dispute resolution clause setting out procedures to be followed in the event of a disagreement between the parties.

An organisation may be the administering body may apply for up to three applications concurrently. Administering bodies may make SGP grant applications in their own right (see [Section 5.2](#)).

The applicant, the nominated member or an administering body should provide the acquittal once the project is completed. Both the applicant and the administering body will be considered responsible for unsatisfactorily acquitted grants. Generally, the administering body would be required to sign the funding agreement.

7.4 Access and equity services

Please contact Consular Information Section (CIN) for assistance if required.

Applicants may speak with CIN in their first language by telephoning the Translating and Interpreting Service on 131 450 (local call anywhere in Australia) and asking to be connected with the SGP contact officer in CIN.

Aboriginal or Torres Strait Islander applicants may wish to access assistance in submitting an application where English is not their first language. In these cases, applicants may contact an Indigenous language centre for assistance. A list of Indigenous language centres is provided in the National Indigenous Languages Contacts Directory – see contact details below.

Address: The Federation of Aboriginal and Torres Strait Islander Languages and Culture
(Corporation) (FATSILC)
295 King Street
Melbourne VIC 3000

Telephone: +61 3 9602 4700
Fax: +61 3 9602 4770
Email: info@fatsilc.org.au
Website: fatsilc.org.au

7.5 Taxation and grants

Grants paid by DFAT may be considered part of an applicant's income in a financial year and may be subject to tax, including the GST. Individual applicants need to be mindful of the taxation obligations of receiving a grant as an individual. It is the applicant's responsibility to understand their taxation obligations and liabilities. Advice is available from the [Australian Taxation Office](http://www.ato.gov.au) website or by phoning 13 28 66.

7.6 Freedom of Information

The *Freedom of Information Act 1982* (FOI Act) enables applicants to request documents held by DFAT. If applicant/s wish to [access documents under the FOI Act](#) they must make a formal application. Charges may apply. Access to information under the FOI Act is limited by certain exemptions and an authorised decision-maker will assess any requested documents prior to any release of information.

7.7 Privacy

All personal information provided in support of an application is treated in accordance with the *Privacy Act 1988*. The information provided in SGP grant applications is used when processing and assessing applications. This information may also be used for training and system testing by DFAT staff and for evaluating the program. See [DFAT's privacy policy](#) for more information.

Personal information concerning successful SGP grant applicants may be disclosed to the CIN, to other Commonwealth agencies, State and Territory governments, media representatives, members of Parliament and the general public. DFAT may also publish this information in its Annual Report and on its website. DFAT is required to publish information about the SGP on its website, including details of each grant awarded (for example, the recipient's name, state, suburb and postcode, the purpose and value of the grant, the date the funding agreement takes effect and the term of the agreement).

7.8 Rights and responsibilities

Funding under the SGP does not imply or determine that DFAT endorses the views of the recipients involved in any funded activity. The grant recipients are required to comply with all applicable domestic and international laws, and their activity should not bring DFAT into disrepute.

7.9 Travel safety

If planning overseas travel, it is recommended that applicants refer to DFAT's travel advisory service, Smartraveller. DFAT maintains travel advisories for more than 170 destinations, which provide accurate, up-to-date information about the risks Australians might face overseas. This information enables applicants to make well-informed decisions about whether, when and where to travel. DFAT encourages applicants and project personnel to subscribe to travel advice for their destinations and register their travel plans online at smartraveller.gov.au. Notwithstanding any assistance provided by

DFAT in facilitating international travel through a SGP grants, applicants are responsible for their own travel insurance and travel at their own risk.

7.10 Contact details

The SGP is administered by DFAT's Consular Information Section.

Contact officer: Naim Saif
Email: smartravellercampaign@dfat.gov.au
Telephone: 02 6261 1264 (from overseas +61 2 6261 1264)
Address: Smartraveller Grants Program
Consular Information Section
Consular and Crisis Management Division
Department of Foreign Affairs and Trade
RG Casey Building, John McEwen Crescent
BARTON ACT 0221

7.11 Complaints process

Any complaints relating to the SGP should be addressed to:

Address: Assistant Secretary
Consular Policy and Crisis Management Branch (CPB)
Consular and Crisis Management Division (CCD)
Department of Foreign Affairs and Trade
RG Casey Building, John McEwen Crescent
BARTON ACT 0221
Email: smartravellercampaign@dfat.gov.au