

# **Administration and delivery of services for the National Diabetes Services Scheme**

## **Grant Guidelines**

Targeted non-competitive grant

Department of Health

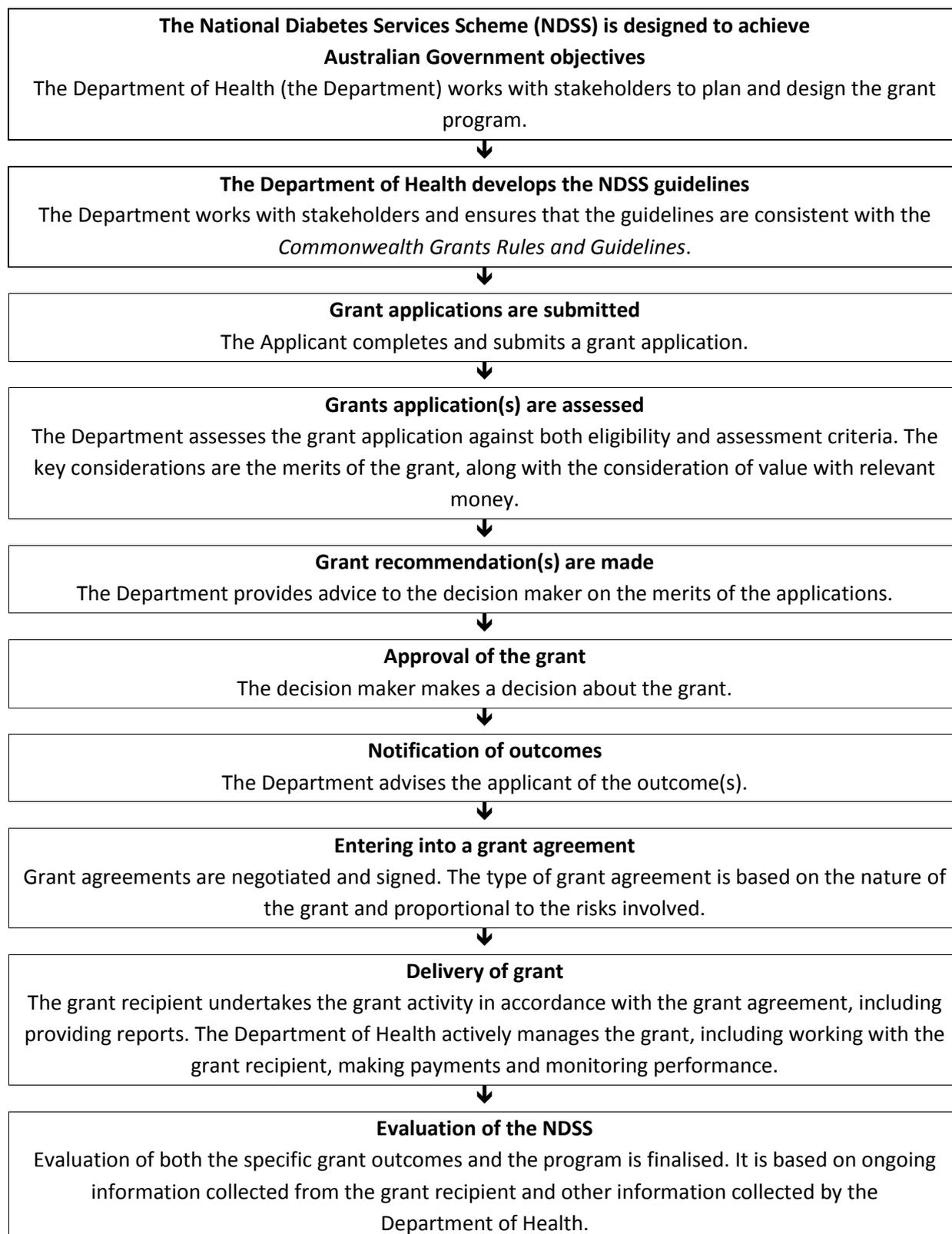
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## 1. National Diabetes Services Scheme Processes



## 2. About the grant program

These guidelines contain information for the service delivery and administration of the National Diabetes Services Scheme (NDSS).

The NDSS is an important mechanism to achieve the vision of the Australian National Diabetes Strategy 2016–2020. This Strategy has been developed with the vision of strengthening all sectors in developing, implementing and evaluating an integrated and co-ordinated approach for reducing the social, human and economic impact of diabetes in Australia. The principles, goals and mechanisms that support this vision include the promotion of awareness and early detection of diabetes, the facilitation of diabetes self-management and reducing the impact of diabetes among priority groups.

The Department is seeking to fund one organisation to provide service delivery and to assist in the administration of the NDSS, with the aim of enhancing the capacity of people with diabetes to understand and manage their life with diabetes, to assist them to live a life in which the impact of diabetes is minimised and in which their overall health outcome is improved.

### 2.1 NDSS background

The NDSS is an initiative of the Australian Government which began in 1987. Since then, the NDSS has developed and evolved, reflecting the demand-based nature of services and products funded and various consultations through the sector during this period. In May 2015, the Australian Government made the decision, as part of the Pharmaceutical Benefits Scheme (PBS) Access and Sustainability Package, to separate the diabetes product supply and distribution arrangements from the provision of diabetes education and information for registrants and diabetes self-management services.

From 1 July 2016 changes to the NDSS will be reflected by the product supply and distribution arrangements being transferred to the Sixth Community Pharmacy Agreement Community Service Obligation distribution network. This will ensure diabetes products (such as needles, syringes, blood glucose test strips, urine test strips and insulin pump consumables) are available through the same supply arrangements as PBS listed medicines such as insulin.

### 2.2 Program Objectives

The key objective of the NDSS is to improve health outcomes for people with diabetes across Australia through three key mechanisms:

1. The provision of subsidised diabetes aids, equipment and appliances;
2. The provision of appropriate information and support services on a national basis to maximise the capacity of Registrants to self-manage their diabetes; and
3. Ensuring there are appropriate and equitable access arrangements to the Scheme across Australia whilst addressing the different population and regional needs of Registrants.

The outcome of the NDSS is for persons with diabetes to live effectively, self-manage their condition, and have timely, reliable and affordable access, on a national basis, to the supplies and services required to self-manage their condition.

To assist the Department to effectively assess whether the NDSS is being properly administered, the grant recipient will be required to report against performance indicators as set out in the grant agreement.

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The following performance indicators are specific to NDSS administration:

- Compliance with 75 per cent or more of the operative Monitoring and Reporting Criteria for:
  - Administrative Services during the Quarter
  - Universal Services during the Quarter
  - Information Management & Technology during the Quarter
- Delivery of the following activities and services within allocated budgets approved by the Commonwealth:
  - Marketing and Promotion activities
  - Universal Services
  - Continuing Support Programs

Other specific performance indicators relevant to other key services will be fully detailed in the grant agreement.

This grant will be undertaken in accordance with the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

### **2.3 Legislative Authority for the grant program**

The legislative authority for grants under the Program is:

- Section 32B of the *Financial Framework (Supplementary Powers) Act 1997*, Schedule 1AA Item 415.010, and
- Section 9A(1)(a) of the *National Health Act 1953*.

### **2.4 Portfolio Budget Statement**

The work of the NDSS contributes to the Department of Health's objectives as described in Outcome 4.8 of the Department of Health's 2016-2017 Portfolio Budget Statements.

## **3. Grant amounts**

The Australian Government has announced a total of \$173.6 million (GST Exclusive) over four years for the NDSS commencing in 2016-17.

## **4. Eligibility criteria**

The Government has identified Diabetes Australia (DA) as the only eligible organisation for funding for administration of the NDSS at this time. This decision has been made through research and consultation with the sector during the life of the previous funding agreement, and through a review of administration activities and processes for the NDSS conducted in 2015-2016.

DA is the only organisation that has the current national coverage and existing networks required to enable continuity of care under the NDSS program, particularly the provision of nationally consistent support services for registrants and management of education services and programs to support health professionals. DA also has the necessary linkages with state agents and professional organisations to efficiently deliver on these core components of the NDSS.

## **5. Eligible grant activities**

### **5.1 What can the grant money be used for?**

Grant funding can be used for the following activities:

- Delivery of nationally consistent services to the public to maximise their capacity to manage their diabetes (Universal Services), through methods such as registration cards and starter packs, education, information and resources on the use of diabetes products, support services, and other methods agreed to by the Department.
- Delivery of existing support programs for the NDSS, and assisting in the delivery of new support programs.
- Delivery of administrative services, including production and delivery of relevant marketing and promotional materials, collection and payment of registrant contributions, assisting in the appointment of Access Points and assisting in monitoring the performance of Community Service Obligation Distributors with respect to NDSS product supply.
- Delivery and maintenance of IT requirements contributing to the outcomes listed at Section 2.2 of these grant guidelines.
- Education and support for health professionals for awareness programs
- Transition costs that ensure continuity of care and contribute to the outcomes of the NDSS
- Performance of services (measured against relevant key performance indicators) as specified in the grant agreement, including all activities and other things necessary or desirable to deliver the services in relation to the NDSS as specified in the grant agreement.

### **5.2 What can't the grant money be used for?**

Grant funding cannot be used for the following activities:

- Provision of diabetes products (such as needles, syringes, blood glucose test strips, urine test strips and insulin pump consumables) to access points;
- Payment of fines or penalties;
- Lending or gifting money to any person;
- Establishing a subsidiary or other commercial entity or activity;
- Repairs to real property at the end of a lease, except to the extent agreed by the Commonwealth in writing; or
- Advances, commissions, bonuses, performance based benefits or similar benefits to any person, other than as part of remuneration arrangements that are of a kind consistently applied in the not-for-profit sector.

Additionally, grant funding cannot be used for the following activities, except to the extent agreed by the Commonwealth in writing and/or in the grant agreement:

- Implementation of a customer relationship management system, intended to:
  - create a comprehensive source of information about the products, programs and resources registrants are accessing,
  - allow for analysis of cost/benefit of activities, and
  - support better planning to meet registrant needs
- Costs associated with NDSS reviews
- Payment of access point fees
- Postage of diabetes products to registrants
- Disposal or acquisition of, or provision for future replacement or repair of, any land, building or other real property
- Any other activities not in line with the NDSS objectives and outcomes

## **6. The selection process**

The Department will use a targeted, non-competitive process to award grants under the Program. A targeted, non-competitive process is where an applicant is invited to submit an application for a particular grant which is assessed individually against the assessment criteria.

In this instance, as outlined as Section 4 above, the applicant will be DA.

The merits of an application relative to these guidelines and achieving value for money are the key considerations in assessing the application.

The funding period will cease after four financial years. All grant funds must be expended by the end of the funding period, 30 June 2020.

### **6.1 What are the assessment criteria?**

Applications are assessed against the following assessment criteria:

1. Criterion 1: Demonstrated capacity and experience in delivering services similar to those funded by the NDSS, such as the provision of registration and support services to maximise the capacity of registrants to self-manage their diabetes.
2. Criterion 2: Demonstrated current network linkages across the sector nationally, which can be used to deliver NDSS programs and activities on a nationally consistent basis.
3. Criterion 3: Demonstrated robust organisational governance arrangements.
4. Criterion 4: Demonstrated ability to identify priority areas and support the development and evaluation of education and support programs to stakeholders which facilitate the better care of people with diabetes.

All assessment criteria are given equal weighting.

Word limits will be specified on any application form.

## **7. Assessment of grant applications**

### **7.1 Who will assess applications?**

An Assessment Committee will be established to assess applications on the merits of any application. The Assessment Committee will be comprised of internal Departmental officers and any external expert advisers deemed necessary to inform the assessment process. Any non- APS personnel involved in the assessment will be treated as entity staff in accordance with Part 1, section 2.8 of the CGRGs.

The Committee may also consider information about DA's application that is available through the normal course of business.

If the selection process identifies unintentional errors in DA's application, DA may be contacted to correct or clarify the errors.

### **7.2 Who will approve grants?**

Following assessment, the Assessment Committee will make recommendations to the Minister for Health and Aged Care, who is the decision maker. The decision maker will make the final decision to approve a grant.

## **8. Grant application process**

### **8.1 Overview of application process**

DA is responsible for ensuring that the application is complete and accurate. Giving false or misleading information may exclude your application from consideration.

DA must address all of the eligibility criteria and all assessment criteria to be considered for a grant. Please complete each section of the application form and ensure each requirement has been considered.

### **8.2 Timing for the application process**

The expected granting activities end date is 30 June 2020.

## **9. Notification of application outcomes**

DA will be advised of the outcomes of the application in writing, following a decision by the Minister for Health and Aged Care. This advice will contain details of any specific conditions attached to the grant.

## **10. Successful grant applications**

### **10.1 Grant agreement**

If successful, DA will be required to enter into a legally binding grant agreement with the Commonwealth represented by the Department of Health. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations.

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DA will be required to report to the Department on a regular basis. The timing and content of reports will be clearly stated in the grant offer. Reporting requirements may include, but are not limited to:

- *Ad hoc* requests for information to satisfy government reporting requirements;
- Monthly reconciliation reports
- A quarterly progress report;
- Annual income and expenditure reports;
- Annual reports; and
- A final program report.

Where DA fails to meet the obligations of the grant agreement, the Department may, at its discretion, withhold or reduce the amount of funding under the grant agreement.

DA should not make financial commitments in expectation of receiving the grant until a grant agreement has been signed by the Commonwealth.

### **11. Grant Announcements**

The grant will be listed on the Department's website 14 days after the date of effect as required by the CGRGs.

### **12. Delivery of grant activities**

#### **12.1 DA responsibilities**

DA must carry out the grant activities in accordance with these guidelines and the grant agreement. The schedules will outline the specific grant requirements.

DA will be responsible for:

- ensuring that the terms and conditions of the grant agreement are met and that the activity is managed in an efficient and effective manner;
- meeting milestones and other timeframes specified in the grant agreement;
- complying with record keeping, reporting and acquittal requirements in accordance with the grant agreement;
- participating in grant program evaluation as necessary for the period specified in the grant agreement; and
- ensuring that activity outputs and outcomes are in accordance with the grant agreement.

#### **12.2 The Department of Health's responsibilities**

The Department of Health will:

- meet the terms and conditions of the grant agreement established with each grant recipient;
- administer the operation of the grant in a timely manner; and

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- evaluate the grant recipient's performance against the grant outcomes and relevant key performance indicators.

### 12.3 Grant payments and taxation implications

Payments will be made in accordance with the milestone schedule in the grant agreement. Payments made will be GST Inclusive.

### 12.4 Evaluation

The Department of Health will conduct an evaluation of the NDSS to determine whether the outcomes and objectives have been achieved. The grant agreement requires you to provide information to assist in this evaluation.

### 12.5 Acknowledgement

DA must acknowledge the financial and other support it has received from the Commonwealth in all publications, promotional and advertising materials, public announcements and activities by it or on its behalf in relation to the NDSS or any products, processes or inventions developed as a result of the Scheme.

The form of acknowledgment is as follows:

*'The National Diabetes Services Scheme is an initiative of the Australian Government administered with the assistance of Diabetes Australia.'*

## 13. Probity

The Australian Government is committed to ensuring that the NDSS process is fair, in accordance with the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct, and is consistent with the CGRGs.

**Note:** These guidelines may be varied from time-to-time by the Department of Health as needed. Amended guidelines will be published on the Tenders and Grants page on the Department's website.

### 13.1 Complaints process

The Department of Health's complaints procedures apply to complaints that arise in relation to NDSS. All complaints relating to a grant process must be lodged in writing. More information can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/pfps-complaintsprocedures>

Any enquiries you have relating to grant decisions for the NDSS should be directed to [grant.ATM@health.gov.au](mailto:grant.ATM@health.gov.au)

If you are dissatisfied with the way in which the Department of Health has handled your complaint, you may wish to complain to the Commonwealth Ombudsman. The Ombudsman will usually decline to investigate a complaint unless the matter has first been raised directly with the Department.

The Commonwealth Ombudsman can be contacted on: Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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### 13.2 Conflict of interest

A conflict of interest, or perceived conflict of interest, may exist if the Department's staff, any member of an advisory panel or expert committee, and/or you or any of your personnel:

- has a relationship (whether professional, commercial or personal) with a party who is able to influence the application assessment process, such as an Australian Government officer;
- has a relationship with, or interest in, an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently; or
- has a relationship with, or interest in, an organisation from which they will receive personal gain as a result of the organisation receiving funding under the NDSS.

You will be required to declare, as part of your application, any perceived or existing conflicts of interests or that, to the best of your knowledge, there is no conflict of interest.

Where you subsequently identify that an actual, apparent, or potential conflict of interest exists or might arise in relation to a grant application you must inform the Department in writing immediately. The chair of the Assessment Committee will be made aware of any conflicts of interest and will handle them in compliance with Australian Government policies and procedures.

Conflicts of interest for Australian Government staff will be handled in compliance with the Australian Public Service Commission policies and procedures.

### 13.3 Privacy: confidentiality and protection of personal information

Any personal information you provide is protected under the *Privacy Act 1988*. It can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information relating to applicants and recipients under the NDSS in any other Australian Government business or function, including providing information to the Australian Taxation Office for compliance purposes.

You are required, as part of your application, to declare your ability to comply with the *Privacy Act 1988*, including the 13 Australian Privacy Principles, and impose the same privacy obligations on any subcontractors you engage to assist with the activity.

The grant agreement will include any specific requirements about special categories of information collected, created or held under the grant agreement. You are required to seek the Australian Government's consent in writing before disclosing confidential information.

### 13.4 Freedom of information

All documents in the possession of the Australian Government, including those in relation to the Program, are subject to the *Freedom of Information Act 1982* (FOI Act).

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the

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exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail:           Freedom of Information Coordinator  
                      FOI Unit  
                      Department of Health  
                      GPO Box 9848  
                      Canberra ACT 2601

By email:         [foi@health.gov.au](mailto:foi@health.gov.au)

### 14. Consultation

A series of reviews on the NDSS program were commissioned by the Department and Diabetes Australia during the life of the previous funding agreement (2011–2016). Consultation with the Department, Diabetes Australia and the known sector was conducted as part of these reviews.

Key recommendations from the reviews relating to the grant activities included:

- Improved targeting of services to ensure that the NDSS optimises its value for registrants
- Improved linkages of the NDSS and integration with other Commonwealth, State and Territory Programs and to the broader primary health care sector;
- Enhancements to the planning, design and reporting of new programs to ensure they contribute to improved registrant services in a sustained manner
- Enhancements to monitoring, reporting and evaluation of NDSS activities to improve management of the NDSS.
- Improved definition of roles and responsibilities associated with the grant activities to better facilitate planning, reporting and monitoring activities

These key recommendations were incorporated into the design of the grant agreement and these grant guidelines.

Further consultation activities will be conducted over the forward estimates with Diabetes Australia and relevant stakeholders on the NDSS. This information will be used to inform recommendations regarding the activities covered under the grant agreement and these grant guidelines.

Consultation arrangements are in place to support the grant activities that will be conducted over the period of the grant agreement. These include:

- direct consultation with DA on:
  - a monthly basis to discuss operational issues,
  - a quarterly basis to discuss issues relating to strategic direction and the delivery of the NDSS

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- a six-monthly basis (in conjunction with state and territory agents) to discuss issues relating to the NDSS.
- direct consultation with agents managing and providing input into planning and delivery of services within State and Territory jurisdictions on an as-needed basis, in addition to the six-monthly meeting to discuss issues relating to the NDSS.
- Annual meetings with stakeholders (including stakeholders specifically identified by the Department) to discuss issues relating to the NDSS.
- Engagement with national health professional bodies and advisory committees, on an as-needed basis, to provide clinical, scientific and strategic advice to inform the development and delivery of the NDSS services.
- Ensuring ongoing dialogue between Diabetes Australia and the Pharmacy Guild of Australia on issues relating to the performance of the NDSS.