

# Business Grants Hub Service Offer and Catalogue

Simple and efficient end-to-end grants administration

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## Contents

What is the Business Grants Hub? .....	2
Our service offering .....	2
Benefits of using the Hub .....	3
For applicants and grantees .....	3
For government.....	3
Timeframes .....	4
Costs .....	4
Invoicing arrangements .....	4
Your role .....	5
Getting started .....	6
How it all works.....	6
Roles and responsibilities .....	7



## What is the Business Grants Hub?

The Business Grants Hub (BGH) within the Department of Industry, Science and Resources (DISR) delivers grants on behalf of Australian Government client agencies. Client agencies are responsible for developing policies and the BGH works with the client agency to develop and administer grants in line with the Commonwealth Grants Rules and Guidelines 2017 (CGRGs).

Formed as part of the Streamlining Government Grants Administration (SGGA) program our aim is to streamline and standardise grants administration by reducing duplication of effort and expenses. The SGGA program mandates certain agencies deliver their grants programs through a grants hub.

### Our service offering

We provide an end-to-end service and manage your grant from the engage and design stage through to program closure. We do not take on individual elements of programs.

We offer:

- **Program design expertise:** our dedicated design team work with you to design your program in line with best practice, with a focus on achieving policy outcomes.
- **Grants management experience:** our staff are experienced in all aspects of grants management and deliver your program to a high standard.
- **An integrated grants management system:** our automated end-to-end grants management platform links the customer portal directly to the grants management system.
- **Dedicated customer support:** our contact centre is open from 8am-8pm, Monday to Friday, to support your customers with the application process and throughout the grant life cycle.
- **Promotion:** we publish your grant opportunity on business.gov.au and GrantConnect. We can also promote your grant through our national and regional network of staff in 24 locations across the country.
- **Data management and reporting:** we collect a range of data over the life of your program that is available to you as a suite of standard reports.
- **Risk management:** we have a dedicated assurance team who supports us to minimise program risk and increase probity. Jointly we discuss program risks and agree on controls to monitor and manage risk.



## Benefits of using the Hub

We are dedicated to simplifying grants administration. We have extensive experience in providing grants to Australian business, other organisations and individuals. Delivering your grant opportunity through the BGH provides a range of benefits.

### For applicants and grantees

- accurate information
- simple, digital, end to end access to the customer grants portal, accessible on any device
- pre-qualification through ‘tell us once’ online authentication processes for return applicants
- a consistent user experience (language, processes, requirements, look and feel, documentation, and customer service standards)

### For government

- standardised, streamlined program design and delivery
- best practice that complies with whole-of-government frameworks and standard processes
- new programs that are designed and launched as quickly as possible
- simpler, faster and more cost-effective services
- consolidated ICT systems that mean less capital investment in grant systems
- policy informed by reliable real-time intelligence
- greater visibility of grant programs across government
- continuity in the event of machinery of government changes

## Timeframes

On average, we can launch programs in 8-12 weeks. The time it takes to launch your program will depend on how early you engage with us, and the program complexity. We are able to on board ad hoc grant opportunities more quickly.

It typically takes about 6 to 8 weeks to review and assess grant applications and provide you with a recommendation.

Depending on the characteristics of your program, we may be able to negotiate shorter timeframes.

## Costs

We provide an end-to-end grant service. Costs vary depending on the level of service your program requires. We have a range of pricing schedules to suit your program needs from simple, standard and complex.

To deliver on your policy outcomes, we strongly encourage you to engage with us when developing your NPP so we can design your program in the most simple, streamlined and cost effective way.

Working with us at the NPP stage allows us to:

- refine your program assumptions
- secure adequate funding to administer your grant, and
- avoid complex and expensive administrative arrangements.

If you need any changes to our services, services required at any point during on-boarding or delivering the grant opportunity, we may need to revise the costings.

## Invoicing arrangements

We will invoice you based on the agreed costings on an annual basis, or 100% up front for ad hoc grants. We may need to revise costings where there are significant variations to the volumes or you need additional services.

Your Account Manager will discuss any changes to the costing with you. If we agree to a variation, we will capture this by varying the Services Schedule.

## Your role

As the client agency, you retain policy ownership for the program and maintain authority and accountability for program outcomes. Your Minister owns and has responsibility for the program regardless of the grant delivery arrangements. You will manage all program related interactions with your minister, the government and program stakeholders. We will provide you with information, however you remain responsible for:

- briefing your executive and responsible Minister(s)
- appearing at senate estimates
- Ministerial correspondence on policy matters
- responding to whole of government reporting requests, and
- assisting with any policy issues and responding to requests for information throughout the grant life cycle.



# Getting started

BGH has a design and liaison team with a dedicated account manager for each agency. Account managers have a breadth of experience and will guide you through the on boarding process. Contact us via your [agency's mailbox](#) to discuss your grant opportunity.

## How it all works

### What our journey looks like

We provide you with end-to-end delivery services across the full grant life cycle from initial engagement and program design through to program closure. The grant life cycle is divided into six phases:

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#### Engage



Initial engagement between the client agency and the Business Grants Hub to discuss program costs, the BGH service offer, New Policy Proposal development, and governance arrangements.

#### Design



Planning and defining the details of a program and how it will be implemented to achieve intended outcomes. The design phase includes program design and set up, including developing key documentation and system configuration.

#### Select



Advertising the grant opportunity, and once applications are received, selecting grant recipients based on eligibility and merit criteria.

#### Establish



Creating, negotiating, and executing grant agreements or contracts with successful grant recipients.

#### Manage



Managing active grant agreements including making payments, undertaking reporting activities, tracking performance, and monitoring compliance.

#### Evaluate



Managing the program closure. Using BGH's program closure report, it is the client agency's responsibility to evaluate the impact of the grant opportunity against the intended policy outcomes and the effectiveness of the grants administration.

## Roles and responsibilities

The below table outlines the roles and responsibilities for the Hub and you by Phase

Activity	BGH:	Policy:
<p><b>Engage</b></p>  <p><b>1-6 weeks</b></p> <p>We introduce you to the BGH and our service offer. We provide advice on your NPP, and work with you to develop a quote for our services</p>	<p>Assign a dedicated account manager</p> <p>Discuss program design and agree on program assumptions</p> <p>Develop a costing based on program assumptions</p> <p>Develop a Services Schedule, with timeframes.</p>	<p>Complete the program snapshot and checklist for the costing</p> <p>Agree to program assumptions</p> <p>Gain SES approval on the service schedule</p> <p>Gain approval for your NPP and advise us of the outcome.</p>
<p><b>Design</b></p>  <p><b>8-12 weeks</b></p> <p>We work with you to refine your policy into best practice program design. We will develop a suite of grant documentation and configure the grant opportunity on our grants management system prior to launch.</p>	<p>Co-design your grant opportunity with you</p> <p>Design all relevant program documentation prior to launch</p> <p>Set up your grant opportunity within the Business Grants Management system (BGM)</p> <p>Seek approval of the grant opportunity guidelines through central agencies.</p>	<p>Obtain and share constitutional advice and legislative authority</p> <p>Gain approval of grant opportunity guidelines within your agency, and where relevant, with your minister</p> <p>Execute program delegations</p> <p>Share any evaluation framework you have on the program, including the data and key performance indicators you'd like us to collect from grantees.</p>
<p><b>Select</b></p>  <p><b>6-8 weeks</b></p> <p>We receive applications and assess them against the eligibility and merit criteria. This is the phase where a decision is made on applications.</p>	<p>Manage the application and enquiry process</p> <p>Assess applications against eligibility and merit criteria</p> <p>Manage panel or committee processes</p> <p>Provide you with an assessment outcome pack for briefing the decision maker or delegate</p> <p>Advise applicants on grant outcomes.</p> <p>Manage the feedback process.</p>	<p>Provide input into the assessment panel membership where required</p> <p>Brief your Minister on assessment outcomes and announcements</p> <p>Manage media enquiries</p> <p>Manage whole-of-government reporting and ministerial briefing.</p>

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## Activity

### Establish



4 weeks

We engage in negotiations with the successful applicants and generate/execute a grant agreement.

## BGH:

Develop, negotiate, and execute grant agreements with successful applicants

Publish details of executed agreements on GrantConnect.

## Policy:

Receive regular reports and updates on your program progression

Brief your Minister.

## Manage



### Length of grant program

We manage grantees over the course of the grant agreement period including assessing reports, payments, variations, and terminations.

Manage the customer relationship for the duration of the project

Monitor progress, performance and payments

Perform agreement variations and terminations, manage debt, fraud and risk in line with your policies.

Manage administered project funding, including any budget re-profiling

Authorise any agreement variations

Terminations or debt recovery

Brief your Minister.

## Evaluate



8-12 weeks

We close the grant opportunity and provide you with reports and data to enable you to evaluate the program

Provide a closure report that includes lessons learnt

Provide you with all your program data.

Conduct your own evaluation on policy outcomes

Brief your Minister on program closure and evaluation outcomes.

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We have based the indicative timeframes on the average time it takes to deliver a standard open competitive grant opportunity. We may be able to negotiate shorter timeframes for simple, low volume grants such as ad hoc grants.