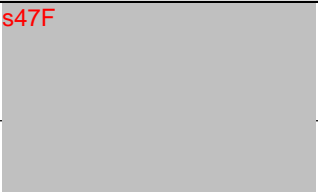


DROUGHT COMMUNITY SUPPORT INITIATIVE (DCSI)
Teleconference - Wednesday, 16 January 2019 @10am

MINUTES

PARTICIPANTS	
Department of Industry, Innovation and Science (DIIS)	s47F
Department of Infrastructure, Regional Development and Cities (DIRDC)	 • Diana Hallam
The Salvation Army	s47F
St Vincent de Paul	
Rotary Australia	

Agenda Item	Description
1	<p>General Comments from DIIS on DCSI AdHoc Reports received</p> <ul style="list-style-type: none"> ▪ It was acknowledged that the program was implemented quickly towards the end of 2018. The Government appreciates the efforts of the charities in getting this program operational. ▪ The ad hoc reports indicate a slow start to program implementation which was expected given the Christmas and New Year period. Indications are that things will pick up over the next couple of weeks towards the next reporting period for Tranche 1 milestone for period covering up to 31 January 2019. ▪ In a couple of instances, a charity reported that they are supporting an LGA that is not covered in their grant agreement. We will require a variation to the existing grant agreements to reflect this. ▪ The charities need to ensure there is a distinction between vouchers and cash distributed. There was agreement that more clarity is needed around this issue, - noting the program guidelines only allow up to \$2,000 in cash and up to \$1,000 in voucher for each eligible recipient. ▪ After Tranche 1, consideration will be given to what changes, if any, need to be made to the program guidelines, the distribution of funding, and whether additional charities need to be added to the program.
2	<p>Updates/Issues Reported (from Grantees)</p> <p>Each charity provided a verbal update on their progress to date and raised any issues.</p> <ul style="list-style-type: none"> ▪ St Vincent de Paul <ul style="list-style-type: none"> - overall the program is on track - range of promotional activities have been undertaken in NSW, SA with some issues, and QLD - not delivering in VIC - events held in local RSLs and Football clubs, usually BBQs, to inform about DCSI. Two have already been held within the Bathurst Diocese and 2 or 3 more planned in the next week/s including DIRDC's Roadshow

	<ul style="list-style-type: none"> - Vinnies have a state-based communications plan for their other drives, however, for DCSI, they are working on a multi-state communications plan, using local radio announcements, local print media, ads on regional TV, as well as Vinnies shop fronts for applicants to access DCSI ▪ The Salvation Army <ul style="list-style-type: none"> - overall the program is on track - a slow start given the time of year - expecting to increase activities over the coming weeks - stronger in NSW than QLD & VIC - no SA activities yet - five new team members have been trained and a process in place to hire a team leader to coordinate SA & Qld with demand currently greatest in NSW - There are flyers/posters in their stores which lists the phone number to call and website to look up for more information - exploring ways to distribute vouchers in the form of universal gift cards which can't be used online - assisting other charities on LGAs - for those seeking assistance but not in a recognised LGA, they have been utilising funds raised from their charity drive donations ▪ Rotary Australia <ul style="list-style-type: none"> - overall the program is on track - seven drought projects concentrated in NSW and QLD - the number of recipients identified - gift cards ordered from Cards For All group based in Qld are specific and can only be used in nominated stores in areas where the recipients are located. A program needs to be uploaded on to the nominated stores' EFTPOS machine before the recipient of the card can use it to make purchases. The cards cannot be used online. This keeps it in line with program intent to spend locally and support local businesses. - half of the gift cards for Tranche 1 have already been distributed and half in the next week - maximum value on each card is \$1,000 												
3	<p>DIRDC Issues/Questions Raised</p> <ul style="list-style-type: none"> ▪ Cash vs Vouchers <p>The program guidelines allow up to \$2,000 in cash and up to \$1,000 in vouchers for each eligible recipient. The following are the key differences:</p> <table border="1" data-bbox="419 1664 1370 1917"> <thead> <tr> <th>Cash</th><th>Voucher</th></tr> </thead> <tbody> <tr> <td>✓ limited to up to \$2,000</td><td>✓ limited to up to \$1,000</td></tr> <tr> <td>✓ flexibility for recipient on how it is spent</td><td>✓ can be quarantined to nominated local stores</td></tr> <tr> <td>✓ recipient encouraged to spend locally</td><td>✓ cannot be converted to cash</td></tr> <tr> <td>✓ can be used for online transactions</td><td>✓ cannot be used for online transactions</td></tr> <tr> <td>✓ not limited to particular stores</td><td></td></tr> </tbody> </table> <p>An issue was raised on whether gift cards issued are cash or vouchers, noting the guidelines limits for each type of assistance.</p>	Cash	Voucher	✓ limited to up to \$2,000	✓ limited to up to \$1,000	✓ flexibility for recipient on how it is spent	✓ can be quarantined to nominated local stores	✓ recipient encouraged to spend locally	✓ cannot be converted to cash	✓ can be used for online transactions	✓ cannot be used for online transactions	✓ not limited to particular stores	
Cash	Voucher												
✓ limited to up to \$2,000	✓ limited to up to \$1,000												
✓ flexibility for recipient on how it is spent	✓ can be quarantined to nominated local stores												
✓ recipient encouraged to spend locally	✓ cannot be converted to cash												
✓ can be used for online transactions	✓ cannot be used for online transactions												
✓ not limited to particular stores													

St Vincent de Paul

- vouchers are more challenging than cash to manage
- recipient's outstanding debts up to \$1,000 amount owed to local businesses are paid via EFT on recipient's behalf
- universal gift cards to be spent in specific areas only
- some areas, IGA/Woolworths vouchers are issued

The Salvation Army

- exploring specific stores on which gift cards can be used
- know that farmers are very proud so are mindful not to put their logo on the vouchers/gift cards so that the recipients won't feel embarrassed to use them in stores

Rotary

- gift cards of \$1,000 each can only be used in nominated local stores
- vouchers create risk factors for Rotary which they do not want to take
 - o DIRDC flagged that this would need to be discussed offline, as there must be a distinction between cash and vouchers and the gift cards would likely be considered a voucher.

- Assistance to recipients not from LGAs listed in grant agreements

St Vincent

- needs 3 extra LGAs added to their list

Rotary

- requires at least 1 added to their list

- On Double-Dipping (any known/reported issue of recipients double-dipping?)

St Vincent

- none reported to date
- recipients sign a declaration that they will not access DCSI more than once
- "checks and balances" in place

The Salvation Army

- none reported to date
- "checks and balances" in place
- have assisted over 1,500 in drought-affected areas since August 2018 with no cases reported
- not worried about any fraud occurring s47G

Rotary

- none reported to date

- On Geographical Spread

- All charities expected to reach the LGAs that have been identified in their grant agreements, with the possibility of a couple more added through a variation.

	<ul style="list-style-type: none"> ▪ On Any Media Contact <ul style="list-style-type: none"> - St Vincent - none but will check with the Media Manager - The Salvation Army - none but will check with the Media Team - Rotary - about 3 local media, but nothing major
4	Reporting <ul style="list-style-type: none"> - the final report template was requested to ensure there are no surprises - DIIS advised that the Progress Report template was being reviewed/revised to make sure it matches Appendix B - The Salvation Army asked whether the rows and columns in Appendix B could be swapped over to make it more user friendly. DIIS to review. - clarification of what information is extracted from the reporting spreadsheet to the progress report - more guidance will be provided
5	General Matters Discussed <ul style="list-style-type: none"> ▪ It was commented that farmers are generally proud people who do not want to be identified as seeking assistance. The charities are mindful of this and take steps to minimise the feeling of being uncomfortable - for example, not placing their logos on gift cards/vouchers being presented to local stores/suppliers. ▪ There has been limited sharing of information across the three charities - partly due to privacy concerns and to date there has not been a need. <ul style="list-style-type: none"> ○ DIRDC requested the charities look into this further. s47G ▪ Any requests for clarification, issues to be raised and other program-related communication should be sent to the Program Management and Delivery Team at DCP@industry.gov.au. Relevant information will be shared/discussed with DIRDC.

ACTION Items	
	<ul style="list-style-type: none"> ▪ DIIS to circulate: <ul style="list-style-type: none"> - Minutes of the Teleconference - Final Report Template - Revised Spreadsheet (Appendix B) for easier completion ▪ DIIS to send reminder email to the Grantees regarding the Tranche 1 Progress Report with the relevant report templates. ▪ Grantees to send written request for variation to DCP@industry.gov.au if they want to propose changes to their current agreement (within current guidelines limitations)

DROUGHT COMMUNITY SUPPORT INITIATIVE (DCSI)
Teleconference - Monday, 18 February 2019, 10:30am - 12pm

MINUTES

PARTICIPANTS		
The Salvation Army	s47F	
St Vincent de Paul		
Rotary Australia		
Department of Infrastructure, Regional Development and Cities (DIRDC)	<ul style="list-style-type: none"> Diana Hallam s47F	
Department of Industry, Innovation and Science (DIIS)		

Agenda Item	Description
1.	<p>Previous Minutes - Any Issues/Feedback</p> <p>The minutes were accepted as an accurate record of the meeting.</p>
2.	<p>Progress To Date and Reporting</p> <p>Each charity provided an update on their progress to date:</p> <ul style="list-style-type: none"> <u>Rotary</u> - happy with their distribution work and the allocated funds received for T1, have identified T2 recipients and planning for T3 delivery. <u>The Salvation Army</u> - s47G. About 1/3 of their recipients are not eligible under the DCSI guidelines so are being provided assistance through separate Salvation Army funds. Concentrated on NSW/QLD but will have SA/VIC from next week after having trained 23 volunteers to assist in delivery. <u>St Vincent de Paul</u> - demand increasing via word of mouth. They have expended T1 funds and are waiting for the T2 funds. There is overwhelming demand in central and western NSW. SA coming on line and picking up fast. Funds requested may not be enough to cover demand <p>Overall the need each organisation is experiencing in communities is significantly more than the \$3,000 limit of DCSI and the funding they have currently been contracted to deliver.</p> <p>On LGAs where no assistance has been provided to date - any issues blocking its delivery?</p> <ul style="list-style-type: none"> <u>St Vincent de Paul</u> - reported there could be delays in some areas but they will be able to deliver in all LGAs by end of the program. <u>Rotary</u> - No issues. Delivery is in accordance with the allocations for each of the identified projects covering particular areas. Requesting if a distribution list can be provided to them that includes postcodes?

On Collaboration with Others

- St Vincent de Paul - asked if there is extra capacity with other charities. They are using their own funding to assist customers.
- The Salvation Army - s47G. Where another organisation is referring customers to them are they able to share information such as the kind of assistance that they have already provided to that referred customer.

Each organisation to look into internal processes and their privacy policy regarding sharing of information for people they are referring to another organisation including where permission is granted by the customer being referred.

Payments Processing

DIIS advised that:

- T2 funds are expected to be processed/paid by 28/02/2019 if the progress reports received have no issues and are deemed satisfactory.
- Individual one-on-one meetings will be organised this week to further discuss funding needs and other issues particular to the organisation.

Progress Reports - Any issues

- St Vincent de Paul - stated that T2 reporting will be better prepared having now trained staff to use the spreadsheet. Have added columns on postcodes in the spreadsheet for easy reporting.
- The Salvation Army - states it is quite lengthy and there is no space to put info regarding other assistance received.
- Rotary - field staff are completing the form. Using a different approach from the other organisations.

DIIS advised that Columns/Rows can be added but not to delete any info required in the original form.

3. Learnings from Delivery of Program

- The Salvation Army - there are concerns that businesses are able to identify the recipients receiving the assistance so there is the option of recipients taking a gift card rather than the charity making direct payments to the businesses. s47G
Some businesses identified by recipients are contacted to determine the assistance required by the recipient and some of them provide emails explaining/clarifying where and to whom payments are to be made.
- St Vincent de Paul - no feedback received on businesses discussing assistance among each other. Usually in a small community, everyone knows each other and privacy can be hard to maintain.
- Rotary - no issues - gift cards are used to provide assistance
- Each organisation has been delivering funding from other programs/sources to support households outside the eligible LGAs.

s47F explained that DIRDC are continually reviewing the LGAs eligible under the Drought Communities Programme using rainfall and ABS data and other information sources. If there are modifications to the eligible LGAs, they will be provided as soon as possible.

4.	<p>Aligning Delivery with the Guidelines - Voucher/Cash Split - Double dipping</p> <ul style="list-style-type: none"> Confirmed that it is a maximum of \$1,000 voucher and maximum of \$2,000 cash per household. <u>St Vincent de Paul</u> - provides approximately \$1K voucher/\$2K cash. They are not asking what the cash is for - it is for discretionary spending of the recipient. They are able to record the purpose of spending for vouchers. <u>The Salvation Army</u> - ongoing bill paid - for example \$800 bill from a local business plus any credit remaining. s47G All organisations use a verbal declaration process for customers for assessments undertaken over the phone or in person. Recipients are advised that they can only receive assistance once and are asked to declare that they have not received that assistance from other organisation (to prevent/minimise double-dipping).
5.	<p>On-Ground Feedback from DIRDC</p> <ul style="list-style-type: none"> Double-dipping <ul style="list-style-type: none"> As part of program design the potential for double-dipping was raised and accepted. Feedback in the Broken Hill region regarding possible double-dipping. A social media post regarding DCSI assistance being provided to eligible customers in 3 tranches and by 3 organisations - could be misunderstood as one customer getting assistance in each of the 3 tranches and from each of the 3 organisations. Recipients to continue to be advised that there is only one payment per household that is available for the duration of this assistance program (not 3 tranches x 3 organisations). Concerns on bills being paid directly for the recipients. This is acceptable and eligible for the voucher component. The perception that people on the ground have relationships with local businesses, giving them the advantage when holding community events. It is fine to have this business relationship but the opportunity should be spread around other local businesses for equitable opportunity to get involved. Consistency in delivering the program. People on the ground should be working with their Head Office to standardise their internal processes.
6.	s47C
7.	<p>Other Matters</p> <ul style="list-style-type: none"> Assistance to be provided by 30/06/2019 - this is when the program finishes. Gift cards must be issued by 30/06/2019 but they do not need to be all spent by 30/06/2019. Audit requirements - independent audit report required - DIIS to circulate template for guidance - see Action items below. s47F (St Vincent de Paul) is going on leave for a month and will be back on 25 March 2019 – she will provide alternate contact for urgent matters while away.

	<ul style="list-style-type: none"> ▪ s47F (Rotary) mentioned that DCSI eligible applicants in some Queensland LGAs are now also experiencing flooding. <ul style="list-style-type: none"> ○ s47F (DIRDC) advised that floods are covered by other programs. ○ Eligible applicants under DCSI can still receive assistance even if eligible LGAs are flooded. ▪ DIRDC road trips continuing this week - Dubbo & Gilgandra - any capacity to help is welcome to come along to those roadshows.
--	---

ACTION Items		Status
1.	<p>Each charity:</p> <ul style="list-style-type: none"> • to provide advice on their privacy policy around sharing information for customers that are referred to another organisation where permission to share information is granted • to provide contact details for direct communication with/from each of the other grantees 	open
2.	<p>DIIS to circulate:</p> <ul style="list-style-type: none"> ○ Independent Audit Report template ○ revised spreadsheet (Appendix B) - with a postcode column and helpful instructions ○ a list of LGAs with no assistance provided during Tranche 1 delivery by any of the DCSI grantees 	Revised Appendix B spreadsheet was circulated on 27/02/2019
3.	<p>Grantees/Organisations to send written request for variation to DGP@industry.gov.au if they want to propose changes to their current agreement (within current guidelines limitations) such as any agreed LGA coverage, additional funding required, etc.</p>	complete