

Veterans Capital Works 2023–24

Program guidelines

**We acknowledge the Traditional Owners of Country throughout Victoria and pay respects to their Elders past and present. We acknowledge that Aboriginal self-determination is a human right and recognise the hard work of many generations of Aboriginal people.**

To receive this document in another format, phone the Grants information hotline on 1300 366 356, or email the Office for Veterans veteransgrants@dffh.vic.gov.au.

**Help for people with hearing or speech communication difficulties**

Contact us through the National Relay Service (NRS). For more information, visit National Relay Service (https://www.accesshub.gov.au/about-the-nrs) to choose your preferred access point or call the NRS Helpdesk on 1800 555 660.

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.

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Available at [Veterans Capital Works Grant Program](https://www.vic.gov.au/victoria-remembers-grant-program) <www.vic.gov.au/victoria-remembers-grant-program>

(2310617)

# Message from the Minister for Veterans

The Victorian Government is proud to support veteran communities and organisations to upgrade buildings and facilities.

Supporting our veteran community with access to veteran specific services and facilities is an important part of my role as Minister for Veterans. That is why I am proud to announce the opening of the Veterans Capital Works 2023 grant program.

This year's program will give priority to projects that improve or increase the effective use of existing facilities. Non-for-profit organisations that provide services to veterans, their families and communities can apply for support.

I recognise just how important these facilities are to the Victorian veteran community. Many of these places support veterans and their families to host meetings, gather for celebrations and commemorative events and act as safe spaces to seek support.

Veterans have given so much for this state and country, and it’s vital we ensure that they are supported in every part of their lives.

Finally, I would like to express my appreciation to all veterans for their incredible dedication and bravery. It is through your service and sacrifice that we enjoy the freedoms we cherish today. Together, we can ensure that our veterans' legacies are honoured and remembered for generations to come.



Hon. Natalie Suleyman MP
Minister for Veterans

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# About Veterans grants

The Department of Families, Fairness and Housing offers grants for building and facility improvements to organisations that deliver services to veterans, their families and communities, including:

* ex-service organisations
* local government authorities
* not-for-profit organisations.

Our grants programs support veteran communities to:

* improve veteran community infrastructure
* improve the use of facilities for veterans, their families and communities
* expand the use by other organisations
* improve facility efficiencies or effectiveness.

For more information visit [Grants to support and commemorate veterans](https://www.vic.gov.au/grants-support-and-commemorate-veterans) https://www.vic.gov.au/grants-support-and-commemorate-veterans.

# About the Veterans Capital Works grant program

Veterans Capital Works provides grants between $5,000 to $50,000 (excluding GST). The grants support building and facility improvements projects for not-for-profit organisations that deliver services to veterans, their families and communities.

The department will notify successful applicants around Anzac Day 2024.

# Funding priorities

The department will prioritise funding for projects:

* based on how effective they are in improving or increasing the use of facilities
* that make cash contribution and in-kind contributions towards the project
* that can be completed within 12 months of the signed agreement date.
* being carried out in regional and rural local government areas.

The department will not fund projects:

* already started
* that started before the announcement date of April 2024
* with incomplete or incorrect applications.

Proposals may include project management fees up to 10% of the total project costs exclusive of GST (funding must not exceed the $50,000).

The applicant must use the premises for at least 2 years after the project finishes (your application may require proof).

Organisations in receipt of revenue from electronic gaming may receive a lesser priority.

Success of previous funding is not indicative of future funding through this program.

# Available funding in 2023–24

Organisations can submit more than one application.

* The total value of Victoria Values applications in this round must not exceed $50,000 (excluding GST).
* Previously funded applicants are not guaranteed to receive funding in this or future grant rounds. They are not guaranteed to receive the same amount of funding.

## Activity period

This grant round supports activities that take place between 1 July 2024 and 30 June 2025.

* Projects should be completed within 12 months of the project approval date.
* You cannot apply for funding if your project starts before May 2024.

# How to apply – key dates and timelines

Important information about making an application

| Applications open | Submit application | Applications close |
| --- | --- | --- |
| 10:00 am 20 November 2023 | 20 November 2023 - 12 February 2024 | 5:30 pm 12 February 2024 |
| * Read the program guidelines, available at [Veterans Capital Works](https://www.vic.gov.au/victoria-remembers-grant-program) https://www.vic.gov.au/veterans-capital-works-grant-program.
* Make sure your organisation meets the eligibility criteria.
* Seek an auspice arrangement if required. (Refer to ‘[What is an auspice arrangement?](#_What_is_an)
* Access our [online grant resources](https://www.vic.gov.au/applying-reporting-veterans-grants).
* Contact us if you have any questions.

Phone the grants information hotline on 1300 366 356 or email the Office for Veterans veteransgrants@dffh.vic.gov.au.* Start early to allow time to get necessary information, agreements and documents.
* Download a PDF copy of the online application form to review and prepare your responses.
 | * To complete an application, register or log in to the [Grants Gateway](https://grantsgateway.dffh.vic.gov.au/) https://grantsgateway.dffh.vic.gov.au/.
* A person authorised to submit on behalf of the applicant organisation must complete the applications.
* You can save your application as a draft and resume it later.
* Submit all mandatory and supporting documents with the application.
* Submit the application by the due date and time.
* You receive acknowledgement of submission via email.
* Note the application number for reference when contacting us about your application.
 | * Late or incomplete applications are not considered.
* Applications are assessed within 2 months of the closing date.
 |

# Eligibility criteria

To be eligible to apply for funding applicants **must**:

* be an eligible organisation (refer to the ‘[Who can apply for a grant?](#_Who_can_apply_1)’)
* have no outstanding reports from previous or current grants funded by the department
* be seeking funding for an eligible activity (refer to ‘[What can the grant money be used for?](#_What_can_the)’).

## Who can apply for a grant?

To be eligible to apply for a grant, applicants **must:**

* have a valid Australian Business Number (ABN). To check your ABN, visit the [Australian Business register](https://abr.business.gov.au/) webpage https://abr.business.gov.au/. **Note:** If you **do not** have an ABN, you must provide written advice from the Australian Taxation Office that no withholding tax is required from the grant payment

**and**

* be an organisation incorporated under the *Associations Incorporation Reform Act 2012, Corporations Act* *2001*(Cth) or equivalent state legislation **or**
* be a company incorporated under the *Corporations Act 2001* and registered as not-for-profit through the Australian Charities and Not-for-profits Commission. (ACNA).

### How to check your organisation type

* For incorporated associations, cooperatives or organisations incorporated through other means visit [Consumer Affairs](https://www.consumer.vic.gov.au/) https://www.consumer.vic.gov.au.
* For Company Limited by Guarantee visit [ASIC Connect Online](https://connectonline.asic.gov.au/) https://connectonline.asic.gov.au/.
* For registered charities visit [Australian Charities and Not-for-profits Commission (ACNC)](https://www.acnc.gov.au/charity/charities) https://www.acnc.gov.au/charity.
* For Aboriginal corporations visit [Office of the Registrar of Indigenous Corporations (ORIC)](https://www.oric.gov.au/) https://www.oric.gov.au/.

If your organisation is unincorporated, you can arrange for an incorporated organisation to act as an auspice on your behalf (refer to ‘[Auspice applications’](#_Auspice_applications)).

### Other eligibility options for unincorporated organisations

Unincorporated organisations are eligible if they are a:

* government entity – for example, a local council
* registered educational institution
* social enterprise with a clearly stated purpose or mission that specifically relates to supporting the welfare and wellbeing of veterans. **Note:** Social enterprises must attach their constitution with their application.

Social enterprises:

* are led by an economic, social, cultural or environmental mission consistent with a public or community benefit
* derive a substantial portion of their income from trade
* reinvest the majority of their profit/surplus in the fulfilment of their mission (at least 50%).

Also, to be eligible, your organisation **must**:

* show that your main activity is providing welfare or wellbeing services or supports to the ex-service community in Victoria
* be financially solvent
* be based in Australia. Funded projects must be delivered in Victoria.

Figure 1: Organisation eligibility chart



## Auspice applications

If your organisation is not incorporated or does not have an ABN, you may still apply. An eligible auspice organisation that has agreed to manage the grant for you will need to auspice you.

What is an auspice arrangement?

An auspice arrangement is when an organisation assists another to fund a grant activity or event. Your community group or organisation is the grant recipient. The organisation is the auspice organisation.

**Note:**

* The auspice organisation must formally agree to support your application before you submit it.
* Details of the auspice agreement must be included in a letter of support from the auspice organisation. This is a mandatory document for all applications with auspice arrangements.
* You can download and use the **Accepting an Auspice Arrangement form** on the [Victorian Government](https://www.vic.gov.au/) website https://www.vic.gov.au.
* The Office for Veterans may decide to deal with the auspice organisation (instead of, or in addition to, the grant recipient). It may do this in relation to any aspect of the funding agreement.
* The auspice organisation may also be responsible for any GST requirements around grant expenditure if they are not registered for GST. This is because grants paid by the department are exclusive of GST.

### What are the responsibilities of an auspice organisation?

If your grant application is successful, your auspice organisation is responsible for:

* signing the grant funding agreement. This is called a Victorian Common Funding Agreement (VCFA)
* all legal and financial responsibility of the grant on your organisation’s behalf
* receiving and distributing grant funds under the grant agreement
* ensuring all grant activities or events are completed
* submitting final reports and financial acquittals on your organisation’s behalf by the required due dates.

## Who cannot apply for a grant?

Organisations that **cannot** apply include:

* state and federal government departments
* individuals and sole traders
* public companies limited by shares (unless the foundational document can prove not-for-profit status)
* commercial (for profit) enterprises, unless designated by the Australian Taxation Office as an income tax exempt charity or income tax exempt entity or similar
* organisations that have failed to comply with the terms and conditions of previously awarded grants from any of the department’s grant programs
* groups whose projects are the responsibility of another Victorian government department
* hospitals and health service organisations.

### Projects that **don’t** meet the eligibility criteria or align with the objectives of the program

These projects include:

* privately owned projects or projects on private land
* buying land, new buildings or vehicles
* non-veteran assistance services including:
	+ hospitals
	+ nursing homes
	+ health care centres
	+ universities
	+ technical colleges or schools
* projects that are the responsibility of other authorities, such as:
	+ public roads
	+ footpaths
	+ gutters
* retrospective funding for projects that have already started (initial concept planning is expected for major projects)
* business plans, feasibility studies or costs of designing facilities only – for example, detailed design of a facility or single site masterplans
* buying small electrical items, for example:
	+ white goods (ovens, fridges, dishwashers)
	+ computers
	+ copiers
* utility costs, ongoing routine operating and maintenance costs
* salary subsidies of existing staff
* buying or maintenance of:
	+ recreation
	+ entertainment
	+ sporting
	+ surf lifesaving, or
	+ any other equipment
* fencing, including gates – unless updates or replacement is required for safety or accessibility requirements
* streetscaping
* landscaping
* gardening and beautification activities – unless it represents a minor aspect of the project and is required as part of the works funded by this program, for example:
	+ painting a new wall
	+ replacing plants that were removed due to building requirements
* facilities that prohibit public access
* smoking, bistro, bar and gambling areas or ancillary areas – for example bistro storage or creche facilities for patrons using these services
* regular maintenance activity
* applications that have not completed all requirements in the application, including:
	+ evidence of consent, support and financial commitment from funding partners
* applications that have not provided detailed quotes or undertaken required planning to ensure the project can be delivered within 12 months
* organisations that have not fully acquitted previous grants funded by the Office for Veterans
* projects that are eligible under other Office for Veterans grant programs, for details see [Grants to support and commemorate veterans](https://www.vic.gov.au/grants-support-and-commemorate-veterans) https://www.vic.gov.au/grants-support-and-commemorate-veterans.

## What can the grant money be used for?

Examples of Veterans Capital Works projects **we might** fund include:

* upgrade or development of:
	+ meeting rooms
	+ service delivery
	+ activity areas
* improvements to:
	+ kitchens
	+ bathrooms
	+ toilets
	+ outdoor undercover areas
* improving access through:
	+ ramps
	+ floors
	+ widening doors or corridors
	+ accessible toilets and meeting areas
* improving sustainability, such as:
	+ water tanks
	+ solar panels
* improving the venue:
	+ layout
	+ flooring
	+ roofing
	+ windows or other aspects
* libraries, storage or museum spaces for war heritage collections.

Lower priority may be given to applications that:

* support organisations with multiple revenue streams like electronic gaming
* have previously received a grant through this program
* can be funded or subsidised through other programs.

## What cannot be funded?

Projects that the program **cannot** fund include:

* repair and restoration of existing war memorials:
	+ for these projects see [Restoring Community Memorials and Avenues of Honour Program](https://www.vic.gov.au/restoring-community-war-memorials-and-avenues-honour) https://www.vic.gov.au/restoring-community-war-memorials-and-avenues-honour
* projects located outside Victoria or on Defence land
* buying or restoring weapons, or decommissioning military assets and armoured vehicles
* ongoing staffing, administrative, office or equipment costs – for example:
	+ IT equipment
	+ musical instruments
	+ sporting equipment
	+ white goods
	+ coffee machines
* landscape beautification and cosmetic improvements
* university research projects
* administrative, advertising or office equipment costs – for example:
	+ computers
	+ printers
	+ white goods
* buying vehicles – for example:
	+ cars
	+ buses
* veterans’ reunions and conferences
* personal memoirs, unit and ship histories
* functions and event catering
* interstate and overseas travel
* printing costs
* publishing books.

Also, the program **does not** support activities that:

* are funded primarily under another state, Australian government or local government program
* are within the responsibility of:
	+ another state, Australian government or local government program
* have already started or have been completed – including any activities undertaken before the notification of the application outcome
* are private sector projects undertaken because of a Victorian government contract.

**Note**:

* If you’re not sure if a cost is supported under the Veterans Capital Works program, contact the Office for Veterans before submitting your application (refer to ‘[More information and assistance’](#_More_information_or)).
* You may be offered a smaller funding amount than you applied for. We may ask for a revised project plan and budget.

## Other eligibility criteria – mandatory documents

You need to submit the following mandatory documents with your application:

* evidence that your organisation is one of the following:
	+ ex-service organisation
	+ local government authority
	+ not-for-profit organisation
	+ educational institute
* annual statement
	+ evidence of your organisation’s financial information over a 12-month period. We need this to make sure your organisation is viable and financially responsible
* evidence that any project income from other sources is approved and available before submitting your application
* auspice applications must provide:
	+ a signed ‘Accepting an Auspice Arrangement form’ from the auspice organisation, which you can download from [Veterans Grants Auspice](https://www.vic.gov.au/veterans-grants-auspice-arrangements) https://www.vic.gov.au/veterans-grants-auspice-arrangements
	+ letters of support from other organisations, agencies or partners involved in your project.

**Note:**

* You can attach documents to your online application. Check carefully to make sure all attachments have been uploaded before you submit your application.
* If you have trouble uploading documents online, you email them to the Office for Veterans veteransgrants@dffh.vic.gov.au. Make sure you include your application number with the email. You **must** submit all documents before the due date.
* You **do not** need to provide letters of support from government officials or representatives, for example, your local member of parliament or councillor. We do not consider these in the assessment process.

# How are applications assessed?

We look at how your project benefits the ex-service and wider Victorian community.

We assessed your application against the following criteria:

* **Outcomes and benefits delivered:** The extent to which the project:
	+ improves the use of facilities for veterans, their families and communities
	+ expands the use by other organisations or improves facility efficiencies or effectiveness.
* **Why the project is needed and how it responds to the needs:** Evidence that the project:
	+ overcomes deficiencies; responds to an identified need, gap, risk or issue or increases use of the facility
	+ supports the long-term plans of the organisation or for the building.
* **How the project is delivered:** Including
	+ project details
	+ planning and delivery
	+ realistic time frames
	+ financial viability
	+ value for money
	+ contributions towards the project.
* **Who is involved in the project and what support exists:** Including
	+ details of the key stakeholders and their level of support for the project
	+ evidence of usage and other relevant agreements and project consultation.
* **How urgent the works are:** The assessment considers:
	+ primary concerns the project meets
	+ current condition of the facility, such as dangerous, unusable or inaccessible conditions.

We assess your application competitively against other applications.

**Note:**

* Applications are assessed during the 2 to 3 months after the closing date.
* We may contact you if we need more information.
* We notify successful and unsuccessful grant applicants in writing.
* Successful grant applicants are required to enter into a Victorian Common Funding Agreement (VCFA) with the department.
* Project deliverables, milestone dates and payments are included in the VCFA.

You should not have any expectation of receiving ongoing annual funding.

All decisions are final. This includes decisions about:

* any aspect of the funding application
* eligibility and assessment process
* any decision to offer or award a grant under Veterans Capital Works, or
* withdrawing or cancelling the offer or award of a grant funding agreement.

## Merit assessment

The department assesses applications on merit. We use the following assessment criteria:

* The department will prioritise funding for projects:
	+ based on how effective they are in improving or increasing the use of facilities
	+ that make cash contribution and in-kind contributions towards the project
	+ that can be completed within 12 months of the signed agreement date
* Proposals may include project management fees up to 10% of the total project costs exclusive of GST (funding **must not** exceed the $50,000).
* Funding is contingent on the premises being used by the applicant for a minimum of 2 years after completion of the project.

We ask ‘**what**, **why**, **how** and **who**’ to determine the benefits the project provides to veterans and the wider Victorian community:

* **What is the project?**
	+ Describe the project and how it improves or increases the effective use of facilities.
* **Why is there a need for the activity?**
	+ Tell us who benefits from your project.
	+ Provide details of who and how many people are reached as an audience of the project.
	+ Explain why your project is necessary.
* **How is the project planned and what steps are you taking?**
	+ When do you expect the project to start?
	+ How is the project delivered?
	+ What is the budget for your project?
* **Who manages the project?**
	+ Do staff or volunteers manage the project?
	+ Where relevant, list any other organisations or agencies that will work with you on the project and attach support letters.
	+ Do you have the capacity to complete the project in 12 months?
	+ Do you need to consult with others for this project?

### Property ownership

Evidence of ownership of the property must be provided. Where the applicant organisation does not own the premises where the work is proposed, the following are mandatory:

* written consent from the relevant property owner, for example
	+ RSL Trustees
	+ local government
	+ Department Environment, Land, Water and Planning approving the project
* evidence from the property owner or landlord that the organisation has approval to use the property for at least 2 years into the future from the completion date of the project.

### Building regulations, universal design and environmentally sustainable design

Applications must be constructed according to relevant legislation, regulations and Australian Standards, and only licenced and qualified contractors and trades can be used, for example:

* builders
* plumbers
* electricians.

In your application we encourage you to show where:

* **Universal design** and **environmentally sustainable design** principles have been incorporated (where applicable)
* the project meets relevant legislation and Australian Standards.

#### Universal design

Universal design projects result in more accessible and functional venues through:

* improving access, for example:
	+ ramps
	+ lifts
	+ wider doors
* functionality and usability, for example:
	+ design that accommodates the diverse range of user needs.

You can download the **Universal Design Principles for Veterans Capital Works Projects** available on [Veterans Capital Works Grant Program](https://www.vic.gov.au/veterans-capital-works-grant-program) https://www.vic.gov.au/veterans-capital-works-grant-program.

#### Environmental sustainability

Environmentally sustainable projects result in:

* energy efficiencies
* reduced consumption and costs, for example:
	+ insulation
	+ solar panels
	+ upgrading electrical systems
	+ water efficiencies
	+ improved lighting, heating, cooling, ventilation systems.

You can download the **Environmentally Sustainable Design factsheet** available on [Veterans Capital Works Grant Program](https://www.vic.gov.au/veterans-capital-works-grant-program) https://www.vic.gov.au/veterans-capital-works-grant-program.

# Notification of application outcomes

All applicants receive written notification of the outcome of their application.

If you **are successful**, we tell you about any specific conditions attached to the grant. We publish details about your project, including its name, description and grant amount on [Veterans Capital Works Grant program](https://www.vic.gov.au/veterans-capital-works-grant-program) https://www.vic.gov.au/veterans-capital-works-grant-program.

If you **are unsuccessful**, you can ask us for feedback about your application.

# Successful grant recipients

## Funding agreements

If successful, your organisation must sign a Victorian Common Funding Agreement (VCFA) with the department within a specified time frame. If a funding offer is not accepted during this period, the department may withdraw the grant.

The funding agreement outlines:

* the grant terms and conditions including use of funds
* key deliverables and due dates
* reporting requirements.

To request a variation to the VCFA or ask for a reporting extension, email the Office for Veterans veteransgrants@dffh.vic.gov.au.

## Payment of grant funds and reporting requirements

If you are successful, we pay your organisation when you complete the project milestones and deliverables you agreed to in the VCFA.

The department makes milestone payments via electronic funds transfer (EFT) once deliverables are met, as set out in the VCFA.

You **must**:

* use all funds during the activity period, as outlined in the VCFA
* return any unspent funds to the Office for Veterans.

## Goods and Services Tax (GST)

* **GST is paid** if the grant is funding a good or service, and if the recipient organisation is registered for GST.
* **GST is not paid** if the recipient organisation is not registered for GST.
* **GST is not paid** if the recipient organisation is a government entity (for example, school, local council).
* **GST is not paid** if the grant is not funding a good and service.

The Australian Taxation Office (ATO) considers grants and sponsorships as taxable income. The ATO can help with information on tax, including GST. Call 13 28 66 or visit the [ATO website](https://www.ato.gov.au/) https://www.ato.gov.au/.

## Reports

Successful applicants must submit a final report and financial acquittal. You may also need to provide progress reports for complex or high-value projects.

For any enquiries or to submit a report, email the Office for Veterans veteransgrants@dffh.vic.gov.au.

## Funding acknowledgement

Successful applicants must acknowledge funding from the Victorian Government.

The VCFA sets out guidelines around promotion. These include a requirement that all activities must acknowledge support from the Victorian Government and Victorian Veterans Council (VVC).

You **must** include the appropriate logos on any activity-related:

* publications
* websites
* media releases
* promotional materials
* project hardware
* formal event invitations.

You must formally invite the Victorian Government and the VVC to attend any official events related to the project (for example, a project launch or exhibition). We send you the acknowledgement requirements if we fund your project.

## Legal responsibilities

If you apply for a grant, you must ensure the project activity follows relevant:

* legislation
* regulations
* by-laws and
* codes.

It must also meet the requirements of any Commonwealth, state, territory or local authority. It is your responsibility to know the laws and protocols that regulate your work.

# Values of funded events

Events funded by the department must be respectful and open to all Victorian communities to attend.

Make sure your event is inclusive and considers:

* an Acknowledgement of Country or Welcome to Country
* accessibility
* environmental impact.

## Acknowledgment of Country or a Welcome to Country

We encourage you to use Acknowledgement of Country or a Welcome to Country at all events.

An Acknowledgement of Country recognises that Victoria has a strong and proud Aboriginal history, and it pays respect to the Traditional Owners.

For more information, visit [Welcome to Country and Acknowledgement of Traditional Owners](https://www.firstpeoplesrelations.vic.gov.au/welcome-country-and-acknowledgement-traditional-owners) https://www.firstpeoplesrelations.vic.gov.au/welcome-country-and-acknowledgement-traditional-owners.

## Accessibility

Your organisation must consider accessibility as an important part of event planning. The event site must be accessible to everyone. For example, ensure that entry to the event venue and to the toilets are wheelchair accessible.

## Environmental impact

Your organisation must consider reducing its environmental impact. This means making sure the event is environmentally sustainable and improves waste management. For example:

* using online advertising to reduce paper use
* reducing use of single-use plastics.

# More information or assistance

To learn more about Veterans Capital Works, or for help with your application or grant reporting

you can:

## Contact us

* Phone the Grants information hotline on 1300 366 356.
* Email the Office for Veterans veteransgrants@dffh.vic.gov.au with your query. You can also request a call back (during business hours).

**If you need an interpreter**: Please email the Office for Veterans veteransgrants@dffh.vic.gov.au to request a call back, advising us of your preferred language.

**If you are deaf, hearing impaired or speech impaired**: Please email the Office for Veterans veteransgrants@dffh.vic.gov.au to request a call back and tell us the National Relay Service you would like us to use to contact you.

## Access online grant resources

For the following resources, visit [Applying and reporting veterans grants](https://www.vic.gov.au/applying-reporting-veterans-grants) https://www.vic.gov.au/applying-reporting-veterans-grants for resources on:

* how to write a grant application
* how to access the department’s Grants Gateway
* common grants words and terms
* in-kind contributions
* auspice arrangements and how to know if you need one.

## Subscribe to our newsletter

For updates on upcoming grant rounds, [subscribe to the Veterans Grants email newsletter](https://www.vic.gov.au/veterans-subscriptions) https://www.vic.gov.au/veterans-subscriptions