



Queensland Energy and Jobs Plan Enable Grants Program: 2023-2025

Application guidelines

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Queensland
Government

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1. About the program

In September 2022, the [Queensland Energy and Jobs Plan](#) (the Plan) was launched to deliver clean, reliable and affordable power for generations. The Queensland Government recognises that electricity costs are a key pressure for Queenslanders and is committed to helping households manage their energy use. The government is implementing a number of actions to support households and businesses.

For Queensland households experiencing vulnerability, including those who rent their homes, the government has committed \$10 million in funding for non-government organisations (NGOs) to help these vulnerable households manage their energy use. The **Enable Grants Program (Energy action bolstered through learning and engagement)** offers funding to NGOs to deliver advice, support and tools that will assist households experiencing vulnerability manage their energy use and lower their electricity bills.

NGOs that have existing capability and established relationships with Queenslanders experiencing vulnerability are encouraged to apply for funding under the program.

The Enable Grants Program guidelines provide an overview of the eligibility and selection criteria required to apply for funding.

1.1. Program objectives

The Enable Grants Program aims to identify and support actions (literacy tools and/ information, learning and engagement, devices or other community-based measures and interventions) directed at assisting specific housing sectors (such as households experiencing vulnerability and renters) to benefit from energy efficiency improvements.

The program aims to achieve the following objectives:

- **Increase energy efficiency** to support households experiencing vulnerability manage their energy use and reduce electricity bills.
- **Improve energy literacy** for households experiencing vulnerability so they can better navigate energy matters.
- **Share benefits** with all Queenslanders as part of the transition to renewable energy.
- **Build capacity** for NGOs to reach households experiencing vulnerability.

1.2. Program funding

Under the Program, \$10 million of funding is available for NGOs that can demonstrate how they can meet the program objectives outlined above.

The total funding available to the program may be reduced at the discretion of the Department of Energy and Public Works (DEPW).

Applicants can seek funding for grants under the following two categories:

Category 1: Large projects

For larger projects with a broad reach and high impact, NGOs are encouraged to submit a high-value proposal (for amounts between \$500,000 and \$1 million). These projects may include, but are not limited to, multi-faceted programs and could include activities such as home energy visits, the provision of in-home devices and partnerships with or between smaller organisations to coordinate the roll-out of activities.

Category 2: Small to medium projects

For smaller projects that include lower cost activities, NGOs are encouraged to submit proposals for amounts between \$50,000 and \$500,000. These projects may include, but are not limited to, activities such as translating materials to other languages or additional call centre capacity at community centres that deal with energy enquiries.

Applicants seeking to diverge from the suggested project amounts for large projects (between \$500,000 and \$1 million), and small to medium projects (between \$50,000 and \$500,000) will need to demonstrate exemplary merit during the selection process **and** clearly outline why the additional funding is required and how it contributes to achieving the Enable Grants Program objectives. Applicants may also be required to respond to further questions from the DEPW as part of the proposal assessment process.

It is anticipated that the grant sought will reflect the scope and complexity of the proposed project and the expected deliverables.

1.3. Timeline

All projects must be completed by 31 December 2025. Projects will commence after the Grant Deed has been signed by the project applicant NGOs and DEPW.

1.4. Beneficiaries of program

The beneficiaries of the program will be householders experiencing vulnerability. This includes:

- Low-income households – including concession card holders, those living in public housing, or low socio-economic areas
- People from culturally and linguistically diverse backgrounds (CALD), people living with disability, seniors, individuals with severe health conditions, or those without digital literacy
- Renters including, private renters, renters in retirement villages, caravan parks, manufactured parks or apartment blocks, or those renting under a short-term lease.

In the application form, the NGO will identify the beneficiaries of the proposed project and the reasons for engaging with these beneficiaries. The applicant NGO must provide information on how the project will engage the beneficiaries and the expected reach of these households (for example, numbers, cohort types and locations).

Furthermore, as the projects are targeting households experiencing vulnerability, applicants must ensure all projects are accessible for the beneficiaries. This includes providing material on a website that is easy to navigate or doesn't rely on a good internet connection or data downloads; in a format that can be read by blind or vision impaired people (for example not a PDF version) and to a level of literacy that accommodates the majority of Australians. For resources in preparing accessible information (government accessibility requirements for services), please see resources in Section 9.

1.5. Commitment to diversity

The Enable Grants Program aims to target Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, women and people living with disability.

Applicant NGOs are invited to reach out to DEPW via email to Enable@epw.qld.gov.au if additional help is needed in preparing an application.

2. Eligibility criteria

2.1. Who is eligible to apply for a grant

The following entities are eligible to apply for a grant:

- an Australian charity registered with the Australian Charities and Not-for-profits Commission (ACNC)
- a company limited by guarantee registered under the *Corporations Act 2001* (Commonwealth)
- an incorporated association (as listed on the Queensland Charity Register)
- an Aboriginal and/or Torres Strait Islander Corporation registered under the *Corporations (Aboriginal and /or Torres Strait Islander) Act 2006* (Commonwealth) or listed with the Office of the Registrar of Indigenous Corporations.
-

Applicants must also meet all of the following criteria:

- be based in Queensland or have an ongoing operation in Queensland
- have no outstanding financial accountability, service delivery or performance issues for funding provided by the Queensland Government
- hold, or provide plans to obtain, insurance which will cover the appropriate time period.

The project or event/s must meet all of the following criteria:

- be completed by 31 December 2025
- be delivered in Queensland
- support the purpose and objectives of the Enable Grants Program.

How the entity's eligibility will be assessed:

Applicants will need to provide one of the following:

- an Australian Business Number (ABN)
- a copy of the organisation's government-issued certification of incorporation or other incorporation documentation (e.g. constitution), to demonstrate the not-for-profit status of the entity.

2.2. Lead organisation and project partnerships

The applicant organisation, who meets the eligibility criteria, is the **lead organisation** and will manage the project, including budget and reporting requirements for the duration of the funding agreement. The lead organisation is responsible for the delivery of any project elements delivered by a project partner(s).

We encourage lead organisations to consider partnerships with other entities to deliver projects under this program.

A **project partner** does not need to be a non-government organisation, however the main lead organisation and applicant must be an eligible NGO. For example:

- A project partner could be an electricity retailer that provides support to households through sourcing electricity bill data to measure the project.
- A project partner could include an Aboriginal and Torres Strait Islander Local Government where a project is being delivered.

There is no limit to the number of partnerships for an application. A letter of commitment will be required from the accountable officer of any partner organisations which must provide details of the organisation's involvement in the project and must include:

- details of the project partner organisation
- an overview of how the project partner organisation will work with the lead organisation and any other partner organisations in the group
- an outline of the relevant experience and /or expertise the project partner organisation will bring to the group

- roles/responsibilities of the project partner organisation and the resources they will contribute
- details of a nominated management level contact officer.

The applicant organisation will be responsible for all legal and financial accountability of the project, including all project-related reporting. The applicant organisation will be required to provide evidence of insurance for the lifetime of the grant period.

2.3. Who is not eligible to apply for a grant

The following applicants are ineligible to apply for funding:

- individuals
- family trusts
- statutory bodies and authorities
- Australian government agencies
- state government agencies (other than as a partner)
- political parties or lobbyists
- local government authorities (other than as a partner)
- all schools
- tertiary education institutions administered by Queensland and Australian governments.

3. Eligible activities

3.1. Eligible activities

Successful energy efficiency projects will identify the target audience, the nature of the problem and the initiative that will address the problem. Eligible projects could include but are not limited to:

- translations of energy advice or educational material into languages other than English, as well as accessibility formats including Auslan, Easy English/Easy Read, Braille or HTML.
- energy efficiency information provided via brochures, pamphlets, workshops or training
- home energy assessment webtools or other information tools
- additional call centre capacity at community centres for energy enquiries
- development and/or delivery of a 'train the trainer' model, which compliments or supports the delivery of another eligible activity under the Enable Grants Program
- in-home displays or devices that measure real-time energy use in the home, alerting householders to usage, spikes or costs via a display or app.
- low-cost energy kits that households can self-install
- home energy visits to discuss energy use, bills, tips, payment and support plans
- in-home energy assessments that provide advice on new energy technologies (e.g. heating/cooling hot water systems or refrigerators)
- retrofits involving installing or providing minor energy savings devices such as replacement of lighting, draught sealing or window covering
- any combination of the above.

For examples of other programs, please refer to the resources in Section 9.

3.2. Eligible project expenses

Eligible expenses include, but are not limited to:

- salary and wages and other employee costs
- up to 10 per cent of project administration costs directly related to the grant project (e.g. stationery, postage, office supplies and audit fees). This excludes salaries for project administration
- fuel (purchase of fuel cards is ineligible)
- travel vehicle hire

- purchase of catering for project participants carrying out project activities
- training expenses for the purpose of providing energy efficient advice.

3.3. Ineligible activities and expenses

Ineligible expenses include:

- projects that are not undertaken in Queensland or that do not benefit Queensland communities
- projects that include replacing or upgrading appliances that alter a building
- providing advice on, or recommending, specific commercial financial products where the worker or organisations receive a financial payment
- insurances (e.g. public liability, volunteer)
- recurrent operational expenses
- projects that have already commenced or are already complete
- maintenance expenses.

The DEPW reserves the right to disallow costs that do not constitute reasonable project costs, as determined by the department in its sole and absolute discretion.

4. Selection criteria and assessment process

Applicants and applications will be assessed for eligibility against the criteria in Sections 2 and 3 above.

Eligible applications will be assessed by an assessment panel and scored and ranked against the following four selection criteria.

1. Project design and methodology
2. Ability to achieve objectives
3. Capabilities and experience
4. Budget and efficiency of resources

Additional information about the selection criteria is provided below. The demonstrated merits of each application will be scored out of five for each selection criteria, delivering a total score out of 20 across all four selection criteria.

Within the four criteria, the assessment panel and DEPW will also consider how the projects selected for the Enable Grants Program address the following *additional considerations*:

- ability to address barriers for those consumers experiencing vulnerability
- use of targeted and customised approaches to different cohorts on how to improve energy efficiency such as addressing cultural diversity
- coverage of the program to ensure program benefits are distributed across the state
- inclusion of innovative partnerships to enable greater reach of householders
- ability to provide measures that achieves reductions in electricity usage and co-benefits.

While the selection criteria and additional considerations are the same for both small to medium and large sized projects, the larger projects will be distinguished by the scope and complexity of the proposed project and the expected deliverables.

Applicants are required to respond to all selection criteria and additional considerations by following a 'project narrative' which will be provided to applicants once applications open.

Selection criteria: merit and viability

4.1. Project design and methodology

This selection criteria should detail the project design and methodology by outlining the project's scope of works including the purpose, objectives, timelines and outcomes. The project narrative should address each of the following:

- a) An overview of the project; identify the beneficiary households, the purpose and objectives of the project. This could also include how the beneficiaries have been involved in the co-design of the project or through any project planning phases.
- b) The project timeline, including commencement date
- c) The project deliverables, the activities that the project will undertake (see **Box 1**) and the milestones and expected outcomes (see 3.1 under Eligible activities).

Box 1: Example of a stages of program delivery

In 2017, the Australian Government's Low Income Energy Efficiency Program (LIEEP) initiatives were evaluated by the Group of Energy Efficiency Researchers (GEER) Australia. They found that a program delivery framework followed five stages: recruitment, engagement, education, behaviour change approach and outcomes.

Stage 1: Targeted Recruitment

Defining the priority group to participate in the program, how to best reach them and what barriers or problems exist for recruitment, and how best to overcome these issues.

Stage 2: Engagement Tactics

Engagement of the audience, through cultivating emotional buy-in from participants to invest the time and effort in changing their behaviours.

Stage 3: Education and Awareness

The foundation of an effective behaviour change program is solid awareness and education leading to positive attitudes towards energy efficiency.

Stage 4: Behaviour Change Approach

Behaviour change requires long-term, integrated approaches to be effective by encouraging participants to take action on newly gained energy knowledge.

Stage 5: Energy Outcomes

Measured outcomes helped determine if positive change occurred due to the project, and if this change is statistically significant (not occurring by random chance), the best measure of success depends on the group of people under investigation, with co-benefits such as thermal comfort serving as an important construct.

Source: Stakeholder Levels insights found in GEER, 2017.

4.2. Ability to achieve objectives

Within an application, applicants will need to demonstrate how the project addresses the overall Enable Grants Program objectives (see Section 1.1: Program Objectives of these guidelines) and the ability to provide a targeted and customised approach to a particular cohort of households experiencing vulnerability. The project narrative should address each of the following:

- a) **Increase energy efficiency** – how the activities will help households manage their energy use and reduce electricity bills and how the applicant will measure these interventions (see **Box 2**).
- b) **Improve energy literacy** - how households can better navigate energy matters (such as electricity bills)
- c) **Share benefits** - how the project will benefit the beneficiaries, including ensuring accessibility of the project activities and provide clear, plausible and justifiable potential benefits, including how challenges faced by the beneficiaries will be addressed.
- d) **Build capacity** - how the project will support the organisation's capacity to reach the beneficiaries.

Box 2: Example: How to measure outcomes?

In considering how to measure outcomes of the household energy efficiency interventions, qualitative or quantitative methods can be used. These include:

- Surveys before and after interventions
- Energy use data in kWh before and after intervention
- Interviews and objective measures such as smart metres
- Longitudinal usage data

Source: Measurement outcomes found in GEER, 2019.

4.3. Capability and experience

To demonstrate the applicant's capability to deliver the project and participate in the Enable Grants Program, the applicant should provide a statement demonstrating the qualifications, experience and capability to complete the project. The project narrative should address all of the following:

- a) the qualifications, experience and capabilities of the project team
- b) the team structure and its roles and responsibilities
- c) any partnerships that will be undertaken to deliver the project
- d) any potential risks that may impact on the commencement and/or completion of the project and identified mitigation strategies.

4.4. Budget and efficiency of resources

To demonstrate the financial viability of the proposal, the applicant will provide a detailed budget which includes information on how resources will be efficiently used. The narrative should address each of the following:

- a) justifies the reasonableness of the requested funds relative to the project purpose, objectives and scope
- b) provide an indicative budget
- c) provide any partner contributions.

4.5. Outcomes and other considerations

Applications will be assessed on demonstrated potential to deliver the following outcomes:

- enables the greatest reach and impact to households experiencing vulnerability
- increased energy literacy with greater awareness/knowledge of household energy usage
- supports consumer behaviour changes toward energy efficiency
- delivers co-benefits such as household health and well-being.

Furthermore, the Queensland Government supports the expenditure of funds (including grant funding) in a way that supports the overall attainment of value for money that puts Queenslanders first (not just the lowest price) and supports the long-term wellbeing of Queensland communities. Applicants of the Enable Grants Program will be highly regarded if, within their application, their procurement and purchasing approach demonstrates, wherever possible, support for local jobs and businesses, along with the advancement of broader economic, environmental and social outcomes within Queensland.

5. Application process

To apply for funding under the Enable Grants Program, eligible applicants will need to complete an online application form which will include attaching their project narrative. This will be available when applications open and can be found on the Business Queensland website and via the Department of Energy and Public Works website.

An assessment panel of subject matter specialists within the Queensland Government will review the applications, including the project narrative and make recommendations for successful Enable Grant Program applicants. Assessments against the selection criteria must be deemed satisfactory to proceed in the program.

DEPW is responsible for the applicant selection process and will coordinate the development of grant funding agreements with each successful applicant NGO. A project narrative form has been prepared to guide applicants in developing a project proposal and includes the applicant's responses to the Selection Criteria in Section 4 of these guidelines. Please use this form as a template for the headings needed to outline the proposal, and ensure all tables are filled out.

Table 1 below summarises the application formatting and page limit recommendations.

Table 1: Application formatting and page limit recommendations:

Format	<ul style="list-style-type: none">• Font: 11-point, Arial (excluding Excel spreadsheets, original template headers and footers, and commitment or support letters)• Spacing: Single spaced, with a blank line between each paragraph• File Format: MS Word version 2007 or later (.doc or .docx format), excluding Excel spreadsheets and commitment or support letters (PDF files are acceptable for the letters)
Maximum page limit recommendations	<ul style="list-style-type: none">• Project Narrative Form (Attachment): twenty pages• Partners Support Letter Form (Attachment): two pages• There are no page limits for the following:<ul style="list-style-type: none">○ Budget spreadsheets

Applicants who are shortlisted may be invited to an interview with the assessment panel. The interview will be an opportunity for the assessment panel to ask questions and obtain additional information relating to the selection criteria.

For any questions about the application process please email Enable@epw.qld.gov.au

6. Awarding and payment of grants

6.1. Notification of application outcomes

Applicants will be notified by DEPW in writing on the outcome of their application. Successful applicants (lead organisations) will enter into a Grant Deed with DEPW.

6.2. Reviewing decisions

Applicants that are not selected to be part of Enable Grants Program will be notified in writing and may seek feedback. There will be no review of decisions made to award/not award funds through the Program.

6.3. Successful grant applications

Once applicants are selected, successful applicants will enter into a Grant Deed with DEPW outlining key milestones and delivery dates (as outlined in Selection criteria 4.1(c) and funding amounts for their project (Selection criteria 4.4). Each Grant Deed has general terms and conditions that cannot be changed.

Successful applicants will be expected to hold appropriate levels of insurance:

- a) public liability insurance of a minimum of \$10 million
- b) workers and volunteers under the *Queensland Work Health and Safety Act 2011* for the duration of the program and proportionate to the agreed program of work.

All participants will be subject to full financial acquittal upon completion of their project and will be required to return any unspent funds to DEPW.

6.4. Grant payments and GST

Grant amounts referred to in these guidelines are subject to GST. Grant recipients will need to issue a GST-compliant tax invoice to DEPW for payment of the grant.

7. Reporting grant activity

7.1. Progress reports

Applicants will be required to submit biannual progress reports at each scheduled milestone for the duration of the Grant Deed. These progress reports must:

- include evidence of progress towards completion of agreed activities and outcomes
- include the total eligible expenditure incurred to date
- be submitted by the report due dates.

DEPW will only make grant payments on receipt of satisfactory progress reports. The applicant must discuss any reporting delays with DEPW as soon as these are known.

7.2. Ongoing Support

Successful applicants will be able to participate in seminars to support applicants to deliver their projects. These seminars will take place on a biannual basis to encourage sharing of information and to provide an opportunity to ask for advice and seek guidance. These seminars also provide the opportunity to evaluate the progress of each project and identify any challenges.

7.3. Final reports

Applicants will be required to provide a final report on the project's milestones and outcomes within 90 days of a project's completion (as per the Grant Deed).

All grant recipients will be required to maintain full financial records of expenditure relating to the grant (including, but not limited to, a profit and loss statement and receipts for expenditure). This documentation must be provided to DEPW on request.

All grant recipients will require to supply to DEPW an audited financial statement signed by an independent auditor, CPA or chartered accountant at the project's completion.

7.4. Outcomes evaluation

The DEPW will support successful applicant NGOs through the service of an Evaluation Partner who will help NGOs measure the outcomes of the project and prepare an evaluation report at the end of the Enable Grants Program.

The evaluation will be undertaken to ensure an objective assessment of the results of each project. All successful applicants will be required to participate in the evaluation of the program.

Each project will be assessed against the following evaluation criteria in **Table 2** below.

Table 2: Outcomes Evaluation Criteria

Evaluation criteria	Details
Relevance	The extent to which the objectives and design of the project responded to the beneficiaries
Effectiveness	The extent to which the project is expected to achieve its objectives, and its results, including any differential results across groups.
Efficiency	The extent to which the project delivered results in an economic and timely way.
Impact	The extent to which the project generated or is expected to generate significant positive or negative, intended or unintended result
Sustainability	The extent to which the benefits of the project are likely to continue.

8. Privacy

All information that participants provide DEPW as part of the Enable Grants Program may be shared with Queensland Treasury, Department of Premier and Cabinet, the Department of Treaty, Aboriginal and Torres Strait Island Partnership, Communities and the Arts, Department of Housing, Department of Child Safety, Seniors and Disability Services, Department of Local Government, Racing and Multicultural Affairs, Department of Justice and Attorney-General and the Department of Environment and Science, subject to the consent clause in the application form. All information will be protected in accordance with each organisation's information management procedures established under the *Right to Information Act 2009* (Qld) and the *Information Privacy Act 2009* (Qld).

Project information may be used to develop case studies, in partnership with the NGO managing the project. Case studies will not include commercial-in-confidence information or other sensitive material.

Information from the Enable Grants Program, including any subsequent case studies developed, may be used to inform and report on the Queensland Energy and Jobs Plan and the Remote and First Nations Clean Energy Strategy.

8.1. Communication and acknowledgement

All promotional material relating to an Enable Grants Program must acknowledge funding from the Queensland Government. The following statement can be used:

'This [name of activity under Enable Grants Program] received grant funding from the Queensland Government.'

DEPW may also develop and publish case studies on the projects that have been delivered under the Enable Grants Program, once projects are complete and evaluated.

9. Resources

There are a range of resources which may provide useful reference material for applicants during the development of an Enable Grants Program application. Below is a non-exhaustive resources list.

- Group of Energy Efficiency Researchers, 2019. Effectiveness of Household Energy Efficiency Interventions in Advanced Economies: What works and what doesn't. <https://energyconsumersaustralia.com.au/wp-content/uploads/Effectiveness-of-Household-Energy-Efficiency-Interventions-in-Advanced-Economies.pdf>
- Group of Energy Efficiency Researchers, 2017. Driving Change: Identifying what Caused Low-Income Consumers to Change Behaviour <https://energyconsumersaustralia.com.au/wp-content/uploads/Driving-Change-Identifying-what-caused-low-income-consumers-to-change-behaviour.pdf> - this includes an Appendix of Initiatives.
- McAndrew, Ryan, Mulcahy, Rory, Gordon, Ross, & Russell-Bennett, Rebekah. 2021. Household energy efficiency interventions: A systematic literature review. Energy Policy, 150, Article number: 112136.
- Department of Industry, Innovation and Science, 2016. Low Income Energy Efficiency Program (LIEEP) – list of initiatives.
- Accessibility compliance in procurement - ensuring accessibility for people with a disability <https://www.forgov.qld.gov.au/finance-and-procurement/procurement/procurement-resources/search-for-procurement-policies-resources-tools-and-templates/accessibility-compliance-in-procurement-ensuring-accessibility-for-people-with-a-disability>
- **Social procurement guide** <https://www.forgov.qld.gov.au/finance-and-procurement/procurement/procurement-resources/search-for-procurement-policies-resources-tools-and-templates/social-procurement-guide-adding-social-value-when-buying-for-government>
- **Queensland's Disability Plan** www.qld.gov.au/qld-disability-plan
- Government accessibility requirements for services <https://www.forgov.qld.gov.au/information-and-communication-technology/communication-and-publishing/website-and-digital-publishing/website-standards-guidelines-and-templates/online-standards-policies-and-legislation>

10. Definitions / Glossary

Below are the definitions/ glossary for purposes of the Enable Grants Program:

Commencement date	The expected start date for the project with households
Deed of Agreement	Sets out the relationship between the parties to the agreement, and specifies the details of the grant
DEPW	Department of Energy and Public Works

Enable Grants Program	Title of the program – Energy action bolstered through learning and engagement
Energy efficiency	Energy efficiency is the use of less energy to perform the same task or produce the same result.
Households experiencing vulnerability	Means individual households that can be defined as experiencing vulnerability and could include the following: <ul style="list-style-type: none"> • Low-income households – including concession card holders and those living in public Aboriginal and Torres Strait Islander and community and public housing, living in low-socio economic areas • People from cultural and linguistic background (CALD), people living with disability, seniors, severe health conditions, or those without digital literacy. • Renters who are more likely to reside in apartments/units, short term leases and lower incomes.
Lead organisation or applicant	The applicant organisation, who meets the eligibility criteria and will manage the project, including budget and reporting requirements for the duration of the funding agreement. The lead organisation is responsible for the delivery of any project elements delivered by a project partner(s).
Project	A ‘project’ is the initiative undertaken by the NGOs and is intended to cover a potentially wide range of activities aimed at achieving the objectives of the Enable Grants Program.
Project partner	A partner organisation that supports the delivery of a project.