Completing your new BEST Program application forms

When you open the application form it may look familiar but there have been several changes for the 2026–27 to 2028–29 round. This Information sheet will take you through the key changes in the application form and important steps not to miss.

IMPORTANT DATES

BEST Program opens **11 March 2026**

BEST Program closes **15 April 2026**

1. When you get to the **Eligible ESO** question please review the dot points to confirm whether your organisation is eligible for the BEST Program. If you are an eligible ESO as per the BEST Program Grant Opportunity Guidelines please tick the "I confirm' box.

2. The **Service Standards for Claims Advocacy** are included in the Grant Opportunity Guidelines on GrantConnect. Please review the standards and tick the 'I confirm' box to confirm your organisation has committed to them in this question.

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3. The new application form asks for an activity title and a brief description of the project or services to be delivered. You do not need to go into great detail here. A simple response is sufficient.

Provide a short title for this Project/Activity. *
Note: *This field accepts the characters of A to Z, 0 to 9, special characters ( ) . , ' & -/ \ @, and all other characters including carriage returns are not accepted.*

> (Your organisation) - Advocacy support for Veterans

(Limit: approx 38 words, 250 characters)   *51 characters of 250 used*

Provide a brief description of your project or the services to be delivered. *
Question Instructions:

- The response should be easy to understand and written in plain English. Try not to use technical terms, acronyms, or lingo.
- Your response should be a stand-alone summary to explain how you will implement the services detailed in the Grant Opportunity Guidelines.
- The description may be used as part of our application review and may be copied or published for reporting or grant agreement purposes.

> Claims (and/or) Wellbeing advocacy support for Veterans

(Limit: approx 150 words, 1,000 characters)   *55 characters of 1,000 used*

4. The application form will ask in which service areas you are proposing to deliver the project/activity. We have restricted the answer field to Australia only. Please complete the form as below.

Service Area Type

> Australia 2016 ▼

Available service area/s	Selected service area/s *
☑ Australia	☑ Australia

5. For the **Funding Amount** question:

   a. Download the mandatory **Budget Template** from GrantConnect. This will be in Microsoft Word format.

   b. Complete the Word document with your annual budget (as per the categories).

   c. Make sure the total amount **matches** the funding amount entered in the Financials tab of the application form.

   d. Check Eligible Expenses in section 5.2 of the Grant Opportunity Guidelines.

   e. Tick **'I confirm'** to acknowledge.

   f. Upload the document as a **mandatory attachment** to your application when you get to the attachments page of the application.

Funding Amount *

Following this question, you will be directed to the "Financials" tab of this form to enter the funding amounts (GST exclusive) against the financial years that you are applying for.

You will be asked to complete a mandatory template in the attachments section (available on GrantConnect) to provide an annual budget for your organisation's work providing advocacy support for veterans under the following categories:

1. Salaries for paid advocates ($ amount)
2. Salaries for paid ATDP enrolled trainees ($ amount)
3. Salaries for paid administrative assistants who directly support advocates ($ amount)
4. Administration & Equipment expenses associated with the provision of advocacy (including paid and volunteer staff) ($ amount)
5. Advertising and marketing of your free advocacy services for veterans ($ amount)

Note: Expenses must be eligible under section 5.2 of the BEST guidelines.

You must respond to this question.

☑ I confirm

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6. The **Budget Template - mandatory attachment** is a separate Microsoft Word document linked to the question above. The template table includes the following categories:

	Budget item	2026-27
1.	Salaries for paid ATDP advocates	$
2.	Salaries for paid ATDP-enrolled trainees	$
3.	Salaries for paid administrative assistants who directly support advocates	$
4.	Administration and equipment expenses associated with the provision of advocacy (including paid and volunteer staff)	$
5.	Advertising and marketing of your free advocacy services for veterans	$
	Total	$

Most eligible admin and equipment expenses fall under this category

Note: There are many eligible expenses under BEST Program (see section 5.2 of the Grant Opportunity Guidelines). Category 4 for administration and equipment expenses is broad. If your expense is eligible and does not fit within the other categories, please include it under category 4.
Please ensure the total of this table is the same amount as you request in the Financials tab of the application form.

7. The **Financials** question asks for your total amount requested under the BEST Program and should be the same as the total of your table in the **Budget Template** above.

Provide a breakdown of the funding requested for each service area/s. *

Australia

2026-2027 (exc GST) *

$ 120,000.00   ← This figure must match the total in the word document Budget Template – mandatory attachment you completed under step 6

Total funding

$ 120,000.00

Approx. % of Total

                                          100   %

8. **Sponsorship** is still an option for sub-branches who are not an eligible entity type. If you are a sponsored organisation, you **MUST** ask the sponsor to complete and sign off on the application on your behalf. The application form has a button for you to upload the **Letter of Declaration** - **mandatory attachment** that is found on GrantConnect.

Sponsorship *

Are you applying as a sponsor on behalf of another organisation?

If yes, please attach your letter of declaration using the mandatory template available on GrantConnect.

If you are not sponsoring, please select no.

You must respond to this question.

Please select the relevant option.

Note the 2MB limit per attachment. Multiple documents should be scanned into a single document. Compressed or zip files are not accepted. File names must be unique and not include foreign characters.

◉ Yes

◯ No

Provide attachment. *

Example 1.docx   🗑

Upload File

9. You must also upload evidence of your **Professional Indemnity Insurance** – **mandatory attachment**.

Professional Indemnity Insurance *

Please attach a copy of your ESO's current Professional Indemnity Insurance

You must respond to this question.

Note the 2MB limit per attachment. Multiple documents should be scanned into a single document. Compressed or zip files are not accepted. File names must be unique and not include foreign characters.

Example 1.docx 🗑

Upload File

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10. The **Advocate and Wellbeing Support Officer List – mandatory attachment** is available on GrantConnect with the Grant Opportunity Guidelines. This is a **mandatory attachment** that tells us the details that determine the grant amount. This   is a Microsoft Excel document that contains instructions on how to complete your list of advocates and wellbeing support officers. You must complete this template and upload it into your application.

Applicant Organisation Name	Sponsored Organisation Name (If applicable)	DVA Use Only (APP ID)		
Example Organisation	Example Sponsored Org			
Advocate Name (As listed on the ATDP Register)	Highest Compensation Advocacy Qualification Level Attained (or Admin Assistant)	Highest Wellbeing Advocacy Qualification Level Attained	Status	Average Hours Worked for your organisation (Per Week)
John Smith	Admin Staff Only	N/A	Paid	20
Joanne Dunlop	CL1 (Enrolled Trainee)	WL1 (Enrolled Trainee)	Paid	14
Daniel Johns	N/A	WL2	Volunteer	40
Emily Davis	CL3	A	Paid	22
	N/A			
	Admin Staff Only			
	CL1 (Enrolled Trainee)			
	CL1			
	CL2			
	CL3			
	CL4			

The **Advocate, Trainee, Admin staff** tab is where you list the names of staff in these roles.

a. **Column 1** – **Advocate Name** - Please provide the names of your ATDP qualified advocates, ATDP trainees, and your administrative assistants supporting them.

b. **Column 2** – **Highest Compensation Advocacy Level attained** - Please select the highest ATDP compensation level attained (against each name) from the drop-down list or select admin staff only if they are an administrative assistant. If none apply please select N/A.

c. **Column 3** – **Highest Wellbeing Advocacy** - Please select the highest ATDP wellbeing level attained (against each name) from the drop-down list. If none apply select N/A.

d. **Column 4** – **Status** - Please select the paid or volunteer status for each individual.

e. **Column 5** – **Average Hours Worked** - Please tell us how many hours per week each individual works on average throughout the year. This is capped at 40 hours per week. You must only include the hours they work for your organisation. Where individuals work across multiple Organisations, the system will make sure their total weekly hours do not exceed 40. If they do we will seek clarification. If you employ someone for only part of the year you should reduce the average weekly hours accordingly – please divide the total planned hours for the year by 52 working weeks.

Note: We do not need salary information for individuals in this form. Funding is allocated using workforce data and the total funding available under the program.

The **Wellbeing Support Officer Staff** tab at the bottom of the spreadsheet is where you list your wellbeing support officers. You only need to provide their names in this document.

For further information and support you can contact support@communitygrants.gov.au during the application period.