

# Service Agreement (Part C) – Specifications for Community and Homelessness Services

The Department of Communities (Communities and Homelessness Services) Service Agreement comprises three sections:

- Service Agreement (Part A) - Standard Terms of Funding
- Service Agreement (Part B) - Specific Terms of Funding
- Service Agreement (Part C) - Specifications

This Service Agreement (Part C) - Specifications is designed to document:

- Organisation and service details;
- Service description;
- Funded outputs;
- Service specific additional conditions (if applicable); and
- Reporting requirements.



# Service Agreement (Part C) – Specifications for Community and Homelessness Services

## *Community Services Act 2007*

### Director-General for the Department of Communities

Name of Organisation / Funded Service Provider	
ABN/ACN	
Organisation number	
Approved Service Provider [if applicable]	

**Date of Commencement of Service Agreement:** [INSERT DATE]

**Date of Expiration of Service Agreement:** [INSERT DATE]

*The Service Agreement relates to the following service(s) provided by You:*

Name of service	Service number

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# 1 Formation of Service Agreement

## 1.1 Parts of the Service Agreement

The following documents form the Service Agreement:

- (i) The Service Agreement (Part A) - Standard Terms of Funding version 1, current as at 1 July 2010, available on Our website, currently ([www.communities.qld.gov.au](http://www.communities.qld.gov.au));
- (ii) the Service Agreement (Part B) - Specific Terms of Funding Community and Homelessness Services (Part B) version 1.1, current as at 21 March 2011 that specify those terms and conditions specific to the Services and the *Community Services Act 2007*, available on Our website, currently ([www.communities.qld.gov.au](http://www.communities.qld.gov.au));
- (iii) this part referred to as the Service Agreement (Part C) - Specifications; and
- (iv) any other document agreed in writing by the parties varying or extending the Service Agreement.

## 1.2 Term of Service Agreement

Date of Commencement of Service Agreement: [INSERT DATE]  
Date of Expiration of Service Agreement: [INSERT DATE]

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# 2 General

## 2.1 Organisation / Funded Service Provider contact details

<b>Contact Officer</b>	
<b>Position</b>	
<b>Postal address</b>	
<b>Telephone number</b>	
<b>Fax number</b>	
<b>E-mail address</b>	

## 2.2 Service outlet details

<b>Service Outlet</b>	<b>Name</b>	
	<b>Operating Hours</b>	
	<b>After Hours and Closure Arrangements</b>	
	<b>Reference / Service Number</b>	
	<b>Geographic Catchment Area</b>	
<b>Address</b>	<b>Street</b>	
	<b>Postal</b>	
<b>Contact Details</b>	<b>Name</b>	
	<b>Position</b>	
	<b>Telephone</b>	

	<b>Mobile</b>	
	<b>Email</b>	
	<b>Fax</b>	

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### 3 Services

#### 3.1 Description of Services

The Services to be provided under the Service Agreement are *[insert description of Services]*.

The Services also include the matters specified in Items 2.2, 3.2, 3.3 and 4.2, and the funded outputs / activities specified in Item 6.1 *[insert the following additional wording and the table below if output based funding]* and listed in the table below:

<b>Output/s</b>	<b>Activities</b>	<b>Identified for inclusion in report (count) against output</b>

#### 3.2 Funding area

*[Insert funding area]*

#### 3.3 Target Group/Service Users

*[Insert description of Target Group/Service Users]*

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### 4 Delivery of Services

#### 4.1 Service Commencement Date

*[Insert Service Commencement Date]*

#### 4.2 Milestones

<b>Tasks</b>	<b>Timeframe</b>

Tasks	Timeframe

## 5 Exit Strategy

You must have a plan in place to address what will be done in the event of closure or termination of the Services under the Service Agreement.

This Exit Strategy may include details on the process that You will employ to cease the Services, arrangements for relevant employees, the continuity of the Services to the Service Users, the handling of records and information in relation to the Services and how the Assets will be dealt with, distributed or transferred.

Where the Service Agreement comes to an end for any reason, the Assets (if any) will be distributed as directed by Us.

Tasks	Activities

## 6 Funded outputs, performance measurement and reporting

### 6.1 Funded outputs and reporting

Outputs must be reported in accordance with the relevant Counting Rules contained in Attachment 2.

Funded Output (Incl Code)	Output Description	Output Measure	Quantity to be delivered per annum	Number of clients
		<Insert Measure>	<Insert negotiated Output Quantity>  OR for Milestone Outputs only Insert text <Completion of tasks and timeframes as per Item 4.2>	<Insert target number of clients> OR Insert text <Report on number of clients (distinct individuals) who received a service against this

				output>
<b>Reporting Frequency:</b> <insert frequency>		<b>Due Date:</b> <Insert due date>		

## 6.2 Performance measurement and reporting

Code	Performance Measure
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
	<i>Efficiency will be measured where output/ performance data relating to hours or occasions of service is available. The measure will be calculated by the department using the total amount of funding divided by the number of hours or occasions of service.</i>
<b>Reporting Frequency:</b> <insert frequency>	
<b>Due Date:</b> <Insert due date>	

## 6.3 Performance reports

Outputs and Performance reports, as required under clause 4.1 of the Service Agreement (Part B) Specific Terms of Funding, are to be submitted to Us, by the dates shown in the tables in Items 6.1 and 6.2, at the following address:

Electronically at <http://www.communities.qld.gov.au/gateway/funding-and-grants/online-acquittal-support-information-system-oasis>

Assistance to access this site is available from your Departmental Officer.

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## 7 Funding Details

One-off	
Per annum	

Description	Amount
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<b>ONE-OFF</b>	
Assets	
Set up expenses	
<b>Total one-off budget</b>	

Description	Amount
<b>PER ANNUM</b>	
Salary-related items	
Other expense items	
<b>Total budget per annum</b>	

For further explanation of budget items (if applicable) refer to the Notes to Funding Details contained in Attachment 1.

## 8 Assets (if applicable)

Funding is provided for the following assets as specified in Item 7.

Asset description	Funding budgeted	Estimated purchase price	Estimated purchase date
<b>Total</b>			

## 9 Timing of Payments

Payments of the Funding will be made in advance in accordance with the table below, subject to the lodgement of all statements and reports as required by Us under the Service Agreement.

Payment	Payment Due
<b><i>Insert one of the following options depending on frequency of reporting required for this service. DELETE THESE INSTRUCTIONS AND THE OPTIONS NOT REQUIRED.</i></b>	
<i>For services with quarterly payments required to report quarterly</i>	Payment occurs within 28 days after receipt of the Financial Acquittal

<b>We will make payments to You on a quarterly basis after You have provided Your quarterly reports</b> <b>OR</b>	Reports
<i>For services with quarterly payments required to report annually</i> <b>We will make payments to You on a quarterly basis when You have provided Your previous year's annual Financial Acquittal Report as outlined in Item 10 below</b> <b>OR</b>	Payment occurs within 28 days of the commencement of the quarter
<i>For services with annual payments required to report annually</i> <b>We will make payments to You on an annual basis when You have provided Your previous year's annual Financial Acquittal Report as outlined in Item 10 below</b>	Payment occurs annually within 28 days after receipt of the Financial Acquittal Reports

## 10 Financial statements and reports

You must submit the following statements and reports to Us during the Term of the Service Agreement. Statements and reports will be required for the following periods for each year by the following due dates:

Report	Period	Due date
Financial Acquittal Reports	<i><b>Insert Period in accordance with the reporting frequency required for this service.</b></i>  <i><b>DELETE THESE INSTRUCTIONS</b></i>	<i><b>Insert one of the following options depending on frequency of reporting required. DELETE THESE INSTRUCTIONS</b></i>  <Due 28 <sup>th</sup> day of the following month> <Due 28 <sup>th</sup> day of the month following the end of each quarter> <Due 28 <sup>th</sup> day of July each year>
Audited Financial Statement including separate income and expenditure statements and list of assets for the Funded Service/s or if a local government or tertiary institution a statement set out in the format of the Financial Acquittal Report as specified in Part B- Specifications, clause 4.5 (c)	Annual	Within 6 months of the end of Your financial year

Financial Acquittal Reports must report against the budget as outlined in Item 7 or as advised by Us.

A Service may have been funded for part of the reporting period, either at the Date of Commencement or the Date of Expiration. Where this is the case, the Financial Acquittal Reports should still be submitted for the relevant part of that reporting period.

### 10.1 Address for financial statements and reports

Financial statements and reports are to be submitted to Us, by the dates shown in the above table, at the following address:



Electronically at <http://www.communities.qld.gov.au/gateway/funding-and-grants/online-acquittal-support-information-system-oasis>

Assistance to access this site is available from your Departmental Officer.

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## 11 Additional conditions

### 11.1 Service Assessment

You must undergo Service Assessments by Us during the Term of the Service Agreement: [*insert frequency*]

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## 12 Departmental Officer

<b>Name</b>	
<b>Position</b>	
<b>Postal address</b>	
<b>Telephone number</b>	
<b>Fax number</b>	
<b>E-mail address</b>	

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## 13 Attachments

<b>Attachment</b>	<b>Name</b>	<b>Reference</b>
1	Notes to Funding Details- Budget Items	Item 7
2	Counting Rules for Outputs	Item 6.1



**EXECUTION CLAUSE – Company**

**SIGNED** for and on behalf of

**[NAME OF CORPORATION]**

in accordance with section 127 of the *Corporations Act 2001*

x \_\_\_\_\_  
(signature of director/secretary)

\_\_\_\_\_  
(name of director/secretary)

x \_\_\_\_\_  
(signature of director)

\_\_\_\_\_  
(name of director)

\_\_\_\_\_  
(date)

## Attachment 1

### Notes to Funding Details

Notes for preparing the Service Agreement budget for services funded under the *Community Services Act 2007*.

#### **BUDGET TOTAL MUST BE CONSISTENT WITH APPROVED FUNDING**

1. Costs eligible for inclusion in the budget include:
  - purchase of assets, set-up expenses and other one-off costs;
  - salary-related expenses, including contract workers and staff directly involved in the delivery of the Service or the administration and coordination of the Service; and
  - all other expense items related to the Funding
2. Budgeted costs exclude GST. Payments made by the Chief Executive to organisations that are GST registered will be fully grossed up by the GST rate when the Funding is advanced.
3. If the only Funding under the Service Agreement is one off funding then, only complete the one-off budget.

#### Guide to categories:

##### ONE-OFF BUDGET ITEMS

Assets	Motor vehicles and plant and equipment (with a value of \$5,000 or more).
Set-up expenses	Repairs and maintenance, including minor building modifications (<\$5,000). Assets purchased <\$5,000, including office furniture, equipment and computers/software. Salary and wages without recurrent implications arising from establishing the service/project.

##### PER ANNUM BUDGET ITEMS

The following items [Salary and wages, Contract workers] are consistent with the Standard Chart of Accounts developed by the School of Accountancy and the Australian Centre for Philanthropy at Queensland University of Technology in partnership with the Queensland Government and the non-government sector. The Queensland Government has endorsed the adoption of this Standard Chart of Accounts by funded organisations in their accounting systems and presentation of the audited financial statements. Further information on the Standard Chart of Accounts can be found at the following link:  
<https://wiki.qut.edu.au/display/CPNS/National>

Salary-related expense items	Salary and wages All salaries and wages (including penalty payments) paid to all staff employed on a permanent or casual basis (including temporary/replacement staff), including but not limited to salaries, wages, annual leave, long service leave, sick leave, salary sacrifice, superannuation, workers compensation and fringe benefits tax  Contract workers Consultancy fees paid in respect of contractors engaged in direct service delivery only
Other expense items not related to Salary	All other expense items in the Standard Chart of Accounts

## Attachment 2

### Counting Rules for Outputs

*<Insert Counting Rules>*