

# **Service Agreement (Part C) – Specifications for Community Care Services**

**The Department of Communities, Child Safety and Disability Services (Community Care) 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**

**The 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 Care Services

**The State of Queensland through the Department of  
Communities, Child Safety and Disability Services**

Name of Organisation/ Service Provider	
ABN/ACN	
Organisation number	

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

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

*The Service Agreement relates to the service(s) listed in item 3 of the Service Agreement.*

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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 2, current as at 3 April 2012, 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 Care Services (Part B) version 3, current as at 1 July 2012 that specify those terms and conditions specific to the Services and Community Care, 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 Funded organisation/service provider**

The Service Provider is described in Schedule 1.

The contact details of the Organisation as listed in Schedule 2A.

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## **3 Services**

The Services to be provided under the Service Agreement are outlined in Schedules 2A to 2E:

### **3.1 Target Group/ Service User**

The Target Group and Service Users for Information, Education & Training Services are referred to in Schedule 2D.

The Target Group and Service Users for Access Point Services are referred to in Schedule 2E.

The Target Group and Service Users for any other Services are described in Schedule 2B.

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## **4 Delivery of the Services**

### **4.1 Service Commencement Date**

*[insert date]*

### **4.2 Milestones**

Refer to Schedules 2A & 2B.

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## 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.

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## 6 Funded activities/outputs, performance measurement and reporting

### 6.1 Funded activities/outputs

The funded activities/outputs are described in Schedule 2B.

For Information, Education and Training Services (Statewide) Service Providers the funded activities/outputs are described in Schedule 2B and Schedule 2D.

### 6.2 Performance Reports

For Information, Education and Training Services (Statewide) Services, Performance Reports must be completed in the template provided in Schedule 2D.

For all Services other than Information, Education and Training Services (Statewide) Services, Performance Issues Reports must be completed in the template provided in Schedule 3.

For Access Point Services, Performance Reports must be completed in the template provided in Schedule 2E.

Performance Reports are to be submitted to Us, by the dates stated in the table below at the following address:-

communitycare-admin@communities.qld.gov.au

Or

Community Care  
Department of Communities  
GPO Box 806  
BRISBANE QLD 4001

Performance Reports		
Organisation Funding Amount	Period	Due Date
\$50,000 and over	1 July – 31 December	31 January
	1 January – 30 June	31 July
Less than \$50,000	1 July – 30 June	31 July

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## 7 Funding Details

The Funding Details for the Services are described in Schedules 2A, 2B & 2C.

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## 8 Assets

Funding is provided for Assets as specified in Schedules 2A, 2B & 2C.

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## 9 Timing of payments

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

Payment	Payment Due
<b>We will make payments to You on a quarterly basis.</b>	By 31 of July By 31 of October By 31 of January By 30 of April

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## 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:

Financial Statement / Report	Period	Due date
Periodic Financial Report ( <i>Organisation funding \$50,000 and over</i> )	1 July – 31 December	31 January
	1 January – 30 June	31 July
Financial Acquittal Report	1 July – 30 June	31 July
Audit Report and Audited Financial Statements as specified in the Service Agreement Part A Standard Terms of Funding 8.1 (a) (ii) and Part B Specific Terms of Funding 5 (b) & (c)	1 July – 30 June	30 September

Periodic Financial Reports must be completed in the template provided in Schedule 4.

Periodic Financial Reports are not required when Organisation funding is less than \$50,000.

Financial Acquittal Reports must be completed in the template provided in Schedule 5.

### 10.1 Address for financial statements and reports

All financial statements and reports are to be submitted to the address below:

communitycare-admin@communities.qld.gov.au

Or

## 11 Additional conditions

You must comply with the additional conditions as specified in Schedule 2C – special conditions.

## 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>	

## 13 Attachments

<b>Attachments</b>	<b>Name</b>	<b>Reference</b>
Schedule 1	List of Service Providers to which the Service Agreement applies	Service Agreement (Part B) - Specific Terms of Funding clause 3 & 10, and Part C clause 2.1,
Schedule 2	Schedules 2A-2E	Service Agreement (Part B) - Specific Terms of Funding clause 2, 3, 4
Schedule 2A	Organisation Funding	Service Agreement (Part C) clause 2.1, 3.1, 7
Schedule 2B	Service Provider Outputs	Service Agreement (Part C) clause 6.1, 7
Schedule 2C	Special Conditions	Service Agreement (Part C) clause 7, 11
Schedule 2D	Information, education & training, other (statewide)	Service Agreement (Part C) clause 3.1, 6.1, 6.2
Schedule 2E	Activity Reporting Template for Access Point Services	Service Agreement (Part C) clause 3.1, 6.2
Schedule 3	Performance Issues	Service Agreement (Part C) clause 6.2
Schedule 4	Periodic Financial Report	Service Agreement (Part C) clause 10
Schedule 5	Financial Acquittal Report Template	Service Agreement (Part C) clause 10
Schedule 6	Recipient Created Tax Invoice (RCTI) Agreement	Service Agreement (Part B) – Specific Terms of Funding clause 1, 2
Schedule 7	Banking Details EFT Application Form	Service Agreement (Part B) – Specific Terms of Funding clause 2.

# EXECUTED as an Agreement

SIGNED for and on behalf of the **STATE OF QUEENSLAND** by

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Position)

as a duly authorised officer

x \_\_\_\_\_  
Signature of Witness

x \_\_\_\_\_  
Date

x \_\_\_\_\_  
Name of Witness

SIGNED by:

\_\_\_\_\_  
(Name):

\_\_\_\_\_  
(Position)

for and on behalf of

\_\_\_\_\_  
(Funded Organisation)

as its duly authorised officer:

x \_\_\_\_\_  
Signature of Witness

x \_\_\_\_\_  
Date

x \_\_\_\_\_  
Name of Witness

**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)