|  |  |
| --- | --- |
| **Department of Communities, Housing and Digital Economy** | QLD-GOV-Crest |

Service Agreement – Funding and Service Details

Queensland Community Support Scheme

**Version 1.1**

**PLEASE NOTE:**

**The Service Agreement comprises two parts:**

* **Funding and Service Details**
* **Standard Terms**

**THE PARTIES:**

|  |
| --- |
| **STATE OF QUEENSLAND, through** **the Department of Communities, Housing and Digital Economy** |

**and**

|  |  |
| --- | --- |
| **Funded organisation** | [insert] |
| **ABN/ACN** | [insert] |
| **Service Agreement number** | **[insert P2i contract number e.g. con\_12345]** |

# 

# Formation of Service Agreement

## Service Agreement

* + 1. A Service Agreement will be formed when these Funding and Service Details have been signed by both parties.
    2. These Funding and Service Details must be read together with the Standard Terms\*.

*\*Note: Refer to the definition of ‘Standard Terms’ in clause 5 (Definitions and interpretation).*

## Commencement and duration

|  |  |
| --- | --- |
| **Agreement Commencement Date** | [insert a date in dd/mm/yyyy format] |
| **Agreement Expiry Date** | [The date of expiry or termination of the last remaining Funding Schedule OR insert a date in dd/mm/yyyy format] |

## Funding Schedules

Each attached Funding Schedule prescribes:

1. Funding that We will provide to You, including the basis on which the Funding will be paid; and
2. the Services that You must deliver, specified in item 6.1.

## Further versions and variation of terms

1. If these Funding and Service Details refer to a document, specification, guideline, policy, standard, framework or scheme\* that You must comply with, meet or have regard to, or that applies to any of the Funding or the Services:
   * + 1. We may, from time to time, issue or approve a new version of that document, specification, guideline, policy, standard, framework or scheme;
       2. We will notify You about any new version, the date that it is to take effect from and the Funding or Services to which it relates; and
       3. from the date of effect stated in the notice, the new version will apply to the Funding or Services described in the notice.

\*Note: If these Funding and Service Details refer to a document, specification, guideline, policy, standard, framework or scheme published or available on Our Website and You cannot locate it on Our Website, please contact Us and We will assist You or provide You with a copy.

1. We may, from time to time, vary clause 3 (Departures from Standard Terms), clause 4 (Specific Terms of Funding) or clause 5 (Definitions and interpretation). This may include varying or omitting existing provisions or inserting new provisions. We will notify You about any such variation and the date that it is to take effect. From the date of effect stated in the notice, the varied clause will apply to all Funding and Services under the Service Agreement, including Funding already provided, or agreed to be provided, to You as at that date.
2. Nothing in 1.4(a) or (b) will limit or affect any right of action or remedy that has accrued as at the date that the:
   * + 1. new version of a document, specification, guideline, policy, standard, framework or scheme; or
       2. varied clause 3 (Departures from Standard Terms), clause 4 (Specific Terms of Funding) or clause 5 (Definitions and interpretation),

takes effect.

# Address and Contact details

## Your address and Your Contact Officer

|  |  |
| --- | --- |
| **Your Contact Officer**  **(person and/or position)** | [insert] |
| **Postal address** | [insert] |
| **Telephone number** | [insert] |
| **Fax number** | [insert] |
| **E-mail address** | [insert] |

## Our address and Our Contact Officer

|  |  |
| --- | --- |
| **Our Contact Officer**  **(person and/or position)** | [insert] |
| **Postal address** | [insert] |
| **Telephone number** | [insert] |
| **Fax number** | [insert] |
| **E-mail address** | [insert] |

*Note: These are the general address and contact details for the Service Agreement, including for the purposes of sending any notices under the Service Agreement.*

# Departures from Standard Terms

## Clauses in Standard Terms that do not apply

The following clauses in the Standard Terms do not apply to the Service Agreement:

***Not applicable***

## Clauses in Standard Terms that are modified

The following clauses in the Standard Terms are modified in the way specified below.

|  |  |
| --- | --- |
| **Clause from Standard Terms** | **Modification** |
| Clause 27 (Dispute resolution) | You cannot seek a review under clauses 27.1 or 27.2 of the Standard Terms in relation to action We take under clause 4.3(e) of these Funding and Service Details. |

# Specific Terms of Funding

* 1. **Quality Standards**

The Services must be delivered in compliance with the Quality Standards unless We notify You otherwise.

* 1. **Assessment of compliance**
     1. You may be required to demonstrate or provide evidence that Services are being delivered in compliance with the Quality Standards.
     2. The Quality Framework\* specifies the types of human services:
        1. that are In-Scope for Certification;
        2. that are Self-Assessable; or
        3. in relation to which We may accept other current accreditation or certification as evidence that the Services are being delivered in compliance with the Quality Standards.

*\*Note: Refer to clause 1.4 regarding Our ability to issue new versions from time to time.*

* + 1. Despite clause 4.2, We may notify You that Services are considered to be of a type described in subclauses 4.2(b)(i), (b)(ii) or (b)(iii) and, following receipt of such a notice, those Services will be treated as such for the purposes of the Service Agreement.
  1. **Certification**
     1. For Services that are In-Scope for Certification as at the Schedule Start Date, You must achieve Certification covering the Services by the earlier of:
        1. the completion of the first Certification Audit of You to occur after the Schedule Start Date; or
        2. 18 months after the Schedule Start Date,

unless We consider that achieving Certification within that timeframe is not appropriate or reasonably achievable and We agree a different timeframe with You.

* + 1. For Services that become In-Scope for Certification at a date after the Schedule Start Date, You must achieve Certification covering the Services by the earlier of:
       1. the completion of the first Certification Audit of You to occur after that date; or
       2. 18 months after that date,

unless We consider that achieving Certification within that timeframe is not appropriate or reasonably achievable and We agree a different timeframe with You.

* + 1. You must maintain all required Certification for the remainder of the Term.
    2. You must cooperate with any Certification body in relation to any Certification Audit or other process under the Certification Scheme.
    3. If You fail to achieve Certification within the timeframe required under clauses 4.3(a) or (b) or Certification is withdrawn, then, despite anything elsewhere in the Service Agreement, We may, by giving You notice, immediately suspend the Funding, or terminate the Funding Schedule, for any Services to which the Certification relates. We may do this without following the show cause process in the Standard Terms.
    4. If, under clause 4.3(e):
       1. a Funding Schedule is terminated, the provisions in clauses 13.3(a) and 13.3(c) of the Standard Terms will apply; or
       2. the Service Agreement is terminated, the provisions in clauses 13.3(b) and 13.3(c) of the Standard Terms will apply.
  1. **Self-assessment** 
     1. Subject to clause 4.4(b), for Services that are Self-Assessable:
        1. You must self-assess whether those Services are being delivered in compliance with the Quality Standards, using the self-assessment tool available on or through Our Website or that forms part of any online self-assessment system that We notify You to use instead and in all cases in accordance with the Quality Framework; and
        2. You must promptly and, in any case, immediately upon request, provide a copy of Your self-assessment to Us.
     2. Clause 4.4(a) does not apply if You hold any current Certification.
  2. **Other accreditation or certification**

For Services of a type described in clause 4.2(b)(iii), You must:

1. promptly and, in any case, immediately upon request, provide to Us a copy of any relevant accreditation or certification, together with any supporting or additional information that We may request; and
2. maintain that accreditation or certification for the Term.
   1. **Performance review or audit rights not limited**

Nothing in clauses 4.2 to 4.5 limits Our Performance Review or audit rights under the Standard Terms.

* 1. **Audit reports**

You agree that:

* + 1. any Certification body that conducts a Certification Audit of You may provide Us with a copy of any audit report prepared and any information about You or any of the Services obtained in the course of conducting the Certification Audit; and
    2. We may use any such Certification Audit report or information as part of Our standard and performance monitoring to ensure that You are complying with Your obligations under the Service Agreement.
  1. **Variation in outputs**
     1. Provided You deliver one hundred (100) per cent of the total quantity of outputs that You are required to deliver, as specified in item 6.2 of the Funding Schedule, You may in any single financial year and unless We notify You otherwise, transfer:
        1. up to ten (10) per cent of outputs at the individual service outlet level, between service types for which Funding is provided under the Funding Schedule; or
        2. where there is a variation of outputs greater than ten (10) per cent within a single service type, the service outlet is required to submit a Performance Report specified in item 7.2 of the Funding Schedule.
  2. **Brokerage**
     1. You must ensure brokered funds adhere to the Practice Manual and Brokerage Guidelines.
     2. You must not spend more than ten (10) per cent of the total annual Funding at an individual Service Outlet level, in any year, for Brokerage without Our prior written approval.
     3. No Brokerage arrangement is to continue longer than a concurrent three months, without Our prior written approval.
     4. Brokerage arrangements must not be used to pay staff for providing service/assistance or obtain a service or activity, able to be provided by You.
     5. You are responsible for ensuring the suitability of the of the agencies, organisations or businesses being brokered to and for ensuring that the services or activities performed by the agency, organisation or business meet Your requirements and obligations under both the Service Agreement Standards Terms and Funding and Service Details.
     6. Where funds have been used for Brokerage within a reporting period, You are required to submit a Brokerage Report specified in item 7.2 of the Funding Schedule.
     7. Funds cannot be used for Brokerage other than in accordance with this clause 4.9.
  3. **Service availability**
     1. You must advise the QCSS Access Point on a fortnightly basis, or as availability of supports change, when You have availability within a Service Outlet for the referral of new Service Users.
     2. If there is no change to availability, You must submit a report to the QCSS Access Point on a fortnightly basis to confirm there has been no change.
  4. **Service outlet intake**
     1. You must contact the QCSS Access Point, within five (5) business days of receiving a referral to confirm receipt, and acceptance or non-acceptance of the referral.
     2. The service outlet must contact the Service User, or their nominated representative, within five (5) business days of the referral being received, to arrange an initial visit for support planning.
     3. Where a referral is made from the QCSS Access Point to a service outlet that has availability and is contracted to deliver supports to the geographic location in which the Service User is located, the referral must be accepted.
     4. Where the service outlet determines the referral cannot be accepted, this decision needs to be discussed with the QCSS Access Point prior to formalising a non-acceptance of the referral.
  5. **Notification**

Without limiting anything in the Standard Terms, You must immediately notify Us if:

* + 1. You become aware of the death of, or life threatening injury or situation suffered by or involving, a Service User; or
    2. You become aware of an incident described in clause 4.5(d) of the Standard Terms that involves harm, within the meaning of the Child Protection Act, to any Service User who is subject to the Child Protection Act.

# Definitions and interpretation for Funding and Service Details

* 1. In these Funding and Service Details, unless otherwise stated or a contrary intention appears:

**“Approved Form”** means the form approved by Us and provided or notified to You;

**“Brokerage”** means funding that can be used to purchase one off, or short term supports/servicesand or goods from an external agency, business or organisation, where a QCSS service provider cannot provide this directly;

**“Brokerage Guidelines”** means the means the Brokerage Guidelines at Appendix B of the Practice Manual, published on Our Website at the Agreement Commencement Date and includes any new version from time to time notified to You under clause 1.4(a);

**“Brokerage Report”** means the report outlined in item 7.2 of the Funding Schedule.

**“Certification”** means certification for the purposes of the Certification Scheme, by an external body accredited by JAS-ANZ, that human services comply with the Quality Standards;

**“Certification Audit”** means a certification, re-certification or maintenance audit conducted under the Certification Scheme;

**“Certification Scheme”** means the ‘Human Services Scheme Part 1 – Common requirements for bodies certifying Human Services’ and ‘Human Services Scheme Part 2 – Additional requirements for bodies certifying Human Services in Queensland’ approved by JAS-ANZ under which bodies accredited by JAS-ANZ can, through Certification Audits, certify and re-certify that an organisation is delivering human services in compliance with the Quality Standards, published on the website at <http://www.jas-anz.com.au> or such other website as We may from time to time notify You;

**“Child Protection Act”** means the *Child Protection Act 1999*, as amended from time to time;

**“Funding Period”** for each item or service funded under a Funding Schedule means:

* If there is no starting period identified in Item 5 of the Funding Schedule as the Funding Period, the period commencing on the Schedule Start Date and ending on the date identified in Item 5 of the Funding Schedule as the Funding Period end date for that funded item or service.
* If there are two years identified in Item 5 of the Funding Schedule as the Funding Period, the funding period commences on the 1 July for the first identified year, and ends on the 30 June for the second identified year.

**“Geographic Catchment Area”**,means the area or areas where the services are to be delivered, which, unless described otherwise, correspond to the Australian Bureau of Statistics Statistical Areas;

**“In-Scope for Certification”** means, subject to clause 4.2 (c), human services of a type subject to the audit and Certification requirements of the Certification Scheme, determined under the Quality Framework;

**“JAS-ANZ”** meansthe Joint Accreditation System of Australia and New Zealand;

**“Online Reporting System”** means Our online reporting system for the electronic lodgement of data and reports and which is:

1. subject to subparagraph (b), and unless stated otherwise in the Reporting Requirements, P2i; or
2. as otherwise notified by Us to You from time to time;

**“Our Website”** meansthe website at <http://www.chde.qld.gov.au> or such other website as We may from time to time notify You;

**“P2i”** means Our reporting system known as ‘Procure to Invest’ and which is available through Our Website or as otherwise notified by Us from time to time;

**“Practice Manual”** means the QCSS Practice Manual published on Our Website at the Agreement Commencement Date and includes any new version from time to time notified to You under clause 1.4(a);

**“QCSS”** means the Queensland Community Support Scheme.

**“Quality Framework”** means the ‘Human Services Quality Framework’ published on Our Website at the Agreement Commencement Date and includes any new version from time to time notified to You under clause 1.4(a);

**“Quality Standards”** means the ‘Human Services Quality Standards’ forming part of the Quality Framework;

**“QCSS Access Point”** means the only service outlet responsible for undertaking the provision of Information, Assessment and Referral for all persons requesting QCSS supports. This includes all new applicants, as well as those who have previously received QCSS supports, formally exited the program, and wish to re-enter the QCSS;

**“Self-Assessable”** means, subject to clause 4.2 (c),human services of a type subject to self-assessment for compliance with the Quality Standards, determined under the Quality Framework;

**“Standard Terms”** mean the document titled ‘*Service Agreement - Standard Terms*’ version 1.1, published on the website at <http://www.hpw.qld.gov.au/SiteCollectionDocuments/UpdateServiceAgreementStandardTerms.pdf> or such other website as We may from time to time notify You, as updated or replaced from time to time in accordance with clause 1.2(d) of the Standard Terms; and

*Note: If You cannot locate the Standard Terms, please contact Us and We will assist You or provide You with a copy.*

* 1. References to ‘items’ mean items in a Funding Schedule.
  2. Subject to clause 5.1, capitalised terms used in these Funding and Service Details have the meanings given in the Standard Terms.

**EXECUTED as an Agreement**

|  |  |  |
| --- | --- | --- |
| **SIGNED** for and on behalf of **STATE OF QUEENSLAND**,actingthroughthe Department of Communities, Housing and Digital Economy by:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (title)  a duly authorised person, in the presence of: | )  )  )  )  )  )  )  ) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature) |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature of witness) |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (date) |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name of witness) |  |  |

[CHOOSE ONE OF THE TWO EXECUTION CLAUSES BELOW. DELETE THIS TEXT]

[EXECUTION CLAUSE – Entity Other Than A Company. DELETE THIS TEXT]

|  |  |  |
| --- | --- | --- |
| **SIGNED** for and on behalf of **[insert name of organisation]** by:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (title)  a duly authorised person, in the presence of: | )  )  )  )  )  )  )  ) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature) |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature of witness) |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (date) |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name of witness) |  |  |

[OR EXECUTION CLAUSE – Company. DELETE THIS TEXT]

|  |  |  |
| --- | --- | --- |
| **SIGNED** for and on behalfof **[insert name of corporation]** in accordance with section 127 of the *Corporations Act 2001* |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature of director/secretary) |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (signature of director) |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name of director/secretary) |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (name of director) |
|  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (date) |