

Service Agreement (Part C) Specifications for Home and Community Care - Meals on Wheels Services

The Department of Communities (Home and Community Care, Meals on Wheels) 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 Home and Community Care - Meals on Wheels Services

**The State of Queensland through the Department of
Communities**

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.

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);
- (ii) the Service Agreement (Part B) - Specific Terms of Funding Home and Community Care, Meals on Wheels Services (Part B) version 2, current as at 24 February 2011 that specify those terms and conditions specific to the Services and the Home and Community Care, Meals on Wheels, available on Our website, currently (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]

2 General

2.1 Funded organisation/Service Provider

The Service Provider is described in Schedule 1.

The contact details of the Service Provider as listed in the Project Summary Sheet in Schedule 2A.

3 Services

The Services to be provided under the Service Agreement are HACC Service Type 007 – Meals to HACC eligible clients, and are outlined in Schedules 2A to 2E and described in item 3.1.

3.1 Target Group/Service Users (Clients)

The Target Group and Service Users are set out in Schedule 2A.

4 Delivery of the Services

4.1 Service Commencement Date

[insert date]

4.2 Milestones

Refer to Schedule 2A and 2B

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.

6 Funded activities/outputs, performance measurement and reporting

6.1 Funded activities/outputs

The funded activities/outputs are the service outputs in Schedule 2B.

6.2 Performance reports

Performance Reports must be completed in the template provided in Schedule 3: *Meal Subsidy Progress Report*. Your Performance Reports are to be submitted to Us, by;

- **15 January** of each year for the period July to December of the preceding year; and
- **15 July** each year for the period January to June of that year.

At the following address:-

Meals on Wheels Project Officer
Home and Community Care
Department of Communities
GPO Box 806
BRISBANE QLD 4001

Or Fax: 07 3405 3599

7 Funding Details

The Funding Details are contained in Schedule 2A, 2B & 2C.

8 Assets (if applicable)

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

9 Timing of payments

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

Payment	Payment Due
We will make payments to You on a 6 monthly basis.	By 31 of July By 31 of January

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
Annual Financial Return	1 July – 30 June	30 September
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 4(a) & (b)	1 July – 30 June	30 September

10.1 Address for financial statements and reports

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

Home and Community Care
 Department of Communities
 GPO Box 806
 BRISBANE QLD 4001

11 Additional conditions

You must comply with the additional conditions set out in Schedule 2C – special conditions.

12 Departmental Officer

Name	
Position	
Postal address	
Telephone number	
Fax number	
E-mail address	

13 Attachments (optional)

Attachments	Name	Reference
Schedule 1	List of Service Providers to which this Service Agreement applies	Service Agreement (Part B) - Specific Terms of Funding clause 1 and Part C clause 2.2
Schedule 2A	Project Summary Sheet	Service Agreement (Part B) - Specific Terms of Funding clause 1 and Part C clause 2.2, 3.1, 7 and 8
Schedule 2B	Project Summary Sheet – Service Outputs	Service Agreement (Part C)-clause 6.1, 7 and 8
Schedule 2C	Special Conditions	Service Agreement (Part B) - Specific Terms of Funding clause 5 and Part C clause 7, 8 and 11
Schedule 3	Performance Report: Meal Subsidy Progress Report Reporting Template	Service Agreement (Part B) - Specific Terms of Funding clause 9 and Part C clause 6.2
Schedule 4	HACC Logo Sub-Licence Agreement	Service Agreement (Part B) - Specific Terms of Funding clause 1
Schedule 5	Annual Financial Return Reporting Template	Service Agreement (Part B) - Specific Terms of Funding clause 4
Schedule 6	Recipient Created Tax Invoice (RCTI) Agreement	Service Agreement (Part B) – Specific Terms of Funding clause 1
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)