

# Service Agreement

01/07/2024 to 30/06/2028

Between the

State of Victoria as represented by the Department of Families, Fairness  
and Housing / Chief Executive Officer, Homes Victoria

(ABN 88 139 482 080)

and

Sample NGO Incorporated

An entity established under the Associations Incorporation Reform Act  
2012 (Vic). Registration # A12345678X

Agreement no. 11111-24

Agreement version # 1

Date: 19/06/2024

**VICTORIA**

State  
Government

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**This Agreement** is made on

### **Parties**

- 1 **The State of Victoria**, as represented by the **Department of Families, Fairness and Housing (ABN 88 139 482 080)** (the **Department**).
- 2 **Sample Ngo Incorporated - An entity established under the Associations Incorporation Reform Act 2012 (Vic). Registration # A12345678X** (the **Organisation**).

### **Recitals**

- A The organisation and the department share an interest in a community services sector which is strong and sustainable and to services which improve outcomes for the Victorian community in a manner that:
- Ensures quality of services
  - Is transparent and accountable
  - Demonstrates value for money; and
  - Retains a level of flexibility to support innovation
- B This is grounded in a commitment to working together in good faith to achieve objectives in a way which is consistent with:
- the current Partnership in Practice Memorandum of Understanding between the Department and the Victorian Council of Social Services; and
  - the Victorian State Local Government Agreement if the Organisation is a Council
- C The Organisation and the Department are committed to self-determination for Aboriginal people and ensuring that Aboriginal people are safe, resilient and can thrive in culturally rich and strong Aboriginal families and communities. This commitment is built on community perspectives and priorities regarding self-determination, acknowledging the decades that Aboriginal Victorians have fought for self-determination and their right to make decisions on matters that affect their lives and communities
- D The systems and structures which enable Aboriginal decision-making, leadership and service provision are consistent with this commitment to self-determination and will continue to evolve over time, based on changing community expectations and needs
- E The Department will provide the Funding to the Organisation to deliver the Services
- F The Organisation will accept the Funding and use it for the delivery of the Services in accordance with the terms of this Agreement
- G The Department acknowledges that the Organisation is independent and has its own governance frameworks and legal requirement.

**It is agreed** as follows.

# 1 Definitions and Interpretation

## Definitions

1.1 In this Agreement:

**Activity Description** means the descriptions of the activities the Organisation is required to carry out under this Agreement which are available via the 'Health and Human Services Activity Search' on the Department's website <http://providers.dhhs.vic.gov.au>, as amended or replaced in accordance with clause 3.1(g).

**Agreement** means these Terms and Conditions and any Schedules.

**Applicable Departmental Policies** means the Departmental policies and requirements set out in section 1 of Schedule 3 (or referred to in documents which are set out in section 1 of Schedule 3), as amended or replaced in accordance with clause 3.1(g).

**Asset** means a non-consumable item of tangible property (including an Asset that becomes a fixture) that has a service life greater than one (1) year purchased, created or otherwise brought into existence whether wholly or in part with the use of the Funding.

**Asset Register** means the register the Organisation will maintain under clause 7.3 [Assets].

**Auditor-General** has the meaning set out in section 3 of the *Audit Act 1994* (Vic).

**Australian Accounting Standards** means the accounting standards made by the Australian Accounting Standards Board in accordance with section 227 of the *Australian Securities and Investments Commission Act 2001* (Cth).

**Australian Auditing Standards** means the auditing standards made by the Auditing and Assurance Standards Board in accordance with section 227B of the *Australian Securities and Investment Commission Act 2001* (Cth).

**Australian Information Commissioner** means the Information Commissioner within the meaning of the *Australian Information Commissioner Act 2010* (Cth).

**Australian Standard** has the meaning given in clause 20.2.

**Background Intellectual Property** means the Intellectual Property of a party which was either created:

- (a) before the Start Date; or
- (b) independently of this Agreement,

and all improvements to such Intellectual Property by the party.

**Business Day** means a day other than a Saturday, Sunday or public holiday appointed or gazetted under the *Public Holidays Act 1993* (Vic).

**Change in Control** means any change during the Term in any person(s) who directly or indirectly exercises effective control over the Organisation (including the ability to determine the outcome of decisions about the financial and operating and other policies of the Organisation) by holding the majority of voting shares, units or other interests in the Organisation or by any other means, but does not include a change:

- (a) to a single director or a single officer of the Organisation (unless the Organisation is a sole director Organisation);
- (b) in respect of a Council if that change is due to an election.

**Child Abuse** has the meaning given to that term in the *Child Wellbeing and Safety Act 2005*

(Vic).

**Child Safe Standards** means the child safe standards made pursuant to the *Child Wellbeing and Safety Act 2005* (Vic).

**Commonwealth Privacy Act** means the *Privacy Act 1988* (Cth).

**Confidential Information** means information or data (including Personal Information and Health Information), whether or not in a material form, that is confidential to a party or should reasonably be considered confidential. Confidential Information does not include information that is already in the public domain, unless the reason it is in the public domain is as a result of a breach of this Agreement.

**Conflict of Interest** means a situation, or a risk of a situation, where an officer, board member, employee, member, volunteer, subcontractor, representative or agent of the Organisation has duties or interests (personal or otherwise) arising as a result of holding a position, possessing property, engaging in a business or occupation or from contractual obligations and those duties or interests are in conflict with or might appear to be in conflict with their duties and interest under this Agreement.

**Contracted Service Provider** has the meaning set out in the PDP Act.

**Corporations Act** means the *Corporations Act 2001* (Cth).

**Council** has the meaning set out in the *Local Government Act 1989* (Vic).

**Corruption** means dishonest activity in which a person associated with the Organisation (including a director, executive, manager, employee or contractor) acts contrary to the interests of the Organisation and abuses their position of trust to achieve personal advantage or advantage for another person or the Organisation. This can also involve corrupt conduct by the Organisation, or a person purporting to act on behalf of and in the interests of the Organisation, in order to secure some form of improper advantage for the Organisation either directly or indirectly.

**Data** has the meaning given in clause 17.5.

**Data Breach** has the meaning given in clause 17.5.

**Day** (as opposed to "Business Day" as defined above) includes public holidays appointed under the *Public Holidays Act 1993* (Vic), and weekends.

**Department** means the entity described in item 1 of Schedule 1.

**Department's Primary Contact** means the person listed in item 10 of Schedule 1 or as notified in writing from time to time by the Department.

**Dispute** means any dispute:

- (a) arising out of this Agreement;
- (b) concerning the performance or non-performance by either party of its obligations under the Agreement; or
- (c) concerning any decision of a party or interpretation of any clause of this Agreement.

**Dispute Resolution Officer** means the person assigned to the position listed in item 5 of Schedule 1 or as notified in writing from time to time by the Department.

**Eligible Data Breach** has the meaning given in the Commonwealth Privacy Act.

**End Date** means the date set out in item 4 of Schedule 1.

**FAR** has the meaning given in clause 8.4.

**FOI Act** means the *Freedom of Information Act 1982* (Vic).

**Fraud** means dishonest activity causing actual or potential gain or loss to any person or the Organisation including theft of moneys or other property by persons internal and/or external to the Organisation and/or where deception is used at the time, immediately before or immediately following the activity.

**Funding** means money the Department provides to the Organisation under this Agreement, as outlined in Schedule 4.

**Governmental Agency** means a government or a governmental, semi-governmental, administrative, fiscal or judicial body, department, commission, authority, tribunal, agency or entity (wherever created or located).

**GST Act** means the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

**Health Complaints Commissioner** has the meaning set out in the *Health Complaints Act 2016* (Vic).

**Health Information** has the meaning set out in the *Health Records Act 2001* (Vic) but for the purpose of this Agreement is limited to information created by or obtained by the Organisation while delivering the Services or fulfilling its obligations pursuant to this Agreement.

**HR Act** means the *Health Records Act 2001* (Vic).

**IBAC** means the commission established under the *Independent Broad-based Anti-corruption Commission Act 2011* (Vic) and includes any other organisation that may, from time to time, perform the functions of the commission.

**Indigenous Cultural and Intellectual Property or ICIP**, means the cultural heritage of Aboriginal and Torres Strait Islander peoples. Cultural heritage comprises all objects, sites and knowledge, the nature and use of which has been shared across generations, and which is regarded as pertaining to a particular Aboriginal or Torres Strait Islander group of its territory. Cultural heritage may include:

- (a) traditional cultural expression such as artwork, music, dances, ceremony, stories and languages;
- (b) traditional knowledge including ecological knowledge of biodiversity, medicinal knowledge, environmental management knowledge and cultural and spiritual knowledge and practices;
- (c) tangible cultural property including sacred sites and burial grounds; and
- (d) intangible cultural property such as stories passed on orally; and
- (e) documentation of Aboriginal and Torres Strait Islander cultural heritage in all forms of media including reports, films and sound recordings.

**Information Commissioner** has the meaning set out in the PDP Act.

**Insolvency Event** means where:

- (a) the Organisation is unable to pay its debts as and when they fall due;
- (b) the Organisation ceases, or threaten to cease, to carry on business;
- (c) the Organisation fails to comply with a Statutory Demand;
- (d) the Organisation announces that it intends to make an application under section 411 of the Corporation Act for the purpose of avoiding being wound up in insolvency, or makes or is subject to such an application;
- (e) the Organisation or its board start developing one or more courses of action aimed at leading to a better outcome for the Organisation than immediate appointment of an

administrator or liquidator (including as contemplated under section 588GA of the Corporations Act);

- (f) in the case of an individual, the individual enters into a scheme of arrangement with creditors or becomes bankrupt;
- (g) in the case of a legal entity that is not an individual:
  - (i) a receiver, receiver and manager, administrator, controller, mortgagee in possession, provisional liquidator or liquidator is appointed to the Organisation other than the appointment of an administrator to a Council under section 219 (2) of the *Local Government Act 1989* (Vic);
  - (ii) the Organisation enters into a scheme of arrangement with its creditors; or
  - (iii) the Organisation is wound up;
- (h) the Organisation assigns any of its property for the benefit of creditors or any class of creditors;
- (i) a person with a legal right over any assets of the Organisation takes any step towards taking possession or takes possession of those assets or exercises any power of sale;
- (j) a distress, attachment or other execution is levied or enforced against the Organisation in excess of \$10,000; or
- (k) where the Organisation is, directly or indirectly, a subsidiary of a parent or holding company, and the parent or holding company becomes subject to any paragraphs (a) to (j).

**Intellectual Property** includes:

- (a) all copyright (including rights in relation to all documents, reports, charts, drawings, data bases, software, source codes, models, systems, slides, tapes and specifications);
- (b) all copyright and all rights in relation to inventions (including registered and registrable patents), registered and unregistered trade marks, registered and unregistered designs, circuit layouts, and know-how; and
- (c) all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

**Laws** includes:

- (a) Acts of the Commonwealth and the States and Territories in which the Services will be delivered, and any other relevant State or Territory;
- (b) ordinances, regulations, by-laws, orders and proclamations or other instruments made under those Acts referred to in paragraph (a); and
- (c) lawful directions by any person exercising statutory powers regarding the Services.

**Liability** means debts, obligations, liabilities, losses, expenses, costs and damages of any kind arising naturally (that is, according to the usual course of things), including penalties, fines, and interest and including those which are prospective or contingent and those the amount of which for the time being is not ascertained or ascertainable and whether:

- (a) arising from or in connection with any claim, action, proceeding, demand or investigation of any nature or kind (including any allegation of a claim);
- (b) liquidated or not;
- (c) legal or equitable; or



- (d) owed, incurred or imposed by or to or on account of or for the account of any person alone or severally or jointly with another or others.

**Licence** means a non-exclusive, world-wide, everlasting, irrevocable, royalty free licence to the Department to exercise all rights in relation to the Intellectual Property it applies to as if the licensee were the owner, including the right to sub-licence. A Licence does not include the right to transfer or assign the Intellectual Property, or to seek or enforce remedies for infringements of the Intellectual Property against a third party.

**Material Breach** means:

- (a) a breach which constitutes a substantial failure in the performance of the Services and the Agreement by the Organisation; or
- (b) a series of minor breaches which together constitute a substantial failure in the performance of the Services and the Agreement by the Organisation.

**Minimum Insured Amounts** means the amounts set out in item 12 of Schedule 1.

**Ombudsman** means the person appointed under section 3 of the *Ombudsman Act 1973* (Vic).

**Organisation** means the entity described in item 2 of Schedule 1.

**Organisation's Primary Contact** means the person listed in item 6 of Schedule 1 or as notified in writing from time to time by the Organisation.

**PDP Act** means the *Privacy and Data Protection Act 2014* (Vic).

**Personal Information** has the meaning set out in the PDP Act but for the purpose of this Agreement is limited to information created by or obtained by the Organisation while delivering the Services or fulfilling its obligations pursuant to this Agreement.

**PR Act** means the *Public Records Act 1973* (Vic).

**Processes** has the meaning given in clause 20.2.

**Project Intellectual Property** means all Intellectual Property (excluding Background Intellectual Property) developed, created, discovered, brought into existence or otherwise acquired (other than from the Department) by the Organisation under this Agreement.

**Protective Data Security Plan** means a protective data security plan developed under section 89 of the PDP Act.

**Public Sector Agency** has the meaning set out in the PDP Act.

**Public Sector Data** has the meaning set out in the PDP Act but for the purpose of this Agreement is limited to information created by or obtained by the Organisation while delivering the Services or fulfilling its obligations pursuant to this Agreement.

**RCTI** means has the meaning given in clause 4.13.

**Record** means any document within the meaning of the *Evidence Act 2008* (Vic), including:

- (a) anything on which there is writing;
- (b) anything on which there are marks, figures, symbols or perforations having a meaning for persons qualified to interpret them;
- (c) anything from which sounds, images or writings can be reproduced with or without the aid of anything else; or
- (d) a map, plan, drawing or photograph

created, managed, maintained, brought into existence or otherwise acquired or used by the Organisation (or subcontractor) in relation to the Funding, the Services, and performance of

the Organisation's obligations under this Agreement. To avoid doubt, it does not include records relating to services that the Department does not fund or records that do not relate to this Agreement or the Services.

**Schedule** means a schedule to this Agreement.

**Service Agreement Requirements** means the document entitled 'Service Agreement Requirements', which is available on the Department's website <<https://fac.dhhs.vic.gov.au/service-agreement-requirements>>, as amended or replaced in accordance with clause 3.1(g).

**Services** means the services described in Schedule 2.

**Services to Children** means services provided by the Organisation in which the Organisation is responsible for the supervision of, or has authority over, a child. This includes the provision of care, education, services or activities for children. To avoid doubt, it does not include one-off activities or incidental or ad hoc contact with children.

**Significant Corruption** includes, but is not limited to, actual or suspected Corruption which involves a minimum of \$5,000 in money, \$50,000 in other property and \$1,000 in purchasing and prepaid debit cards.

**Significant Fraud** includes, but is not limited to, actual or suspected Fraud which involves a minimum of \$5,000 in money, \$50,000 in other property and \$1,000 in purchasing and prepaid debit cards.

**Standards** include:

- (a) if the Organisation is registered under the SSR Act, the Social Services Standards or any other performance standards made under that Act;
- (b) if the Organisation is required to comply with the Child Safe Standards, the Child Safe Standards or any other standards made under the *Child Wellbeing and Safety Act 2005 (Vic)*; and
- (c) any standards developed or endorsed by the Department, as amended or replaced in accordance with clause 3.1(g), including any standards, guidelines and the like referred to in section 2 of Schedule 3.

**Start Date** means the date set out in item 3 of Schedule 1.

**Statutory Demand** means a demand made under section 459E of the Corporations Act.

**Subcontracting** is when the Organisation engages another organisation or person (excluding employees of the Organisation), to deliver all or part of the Services in accordance with clause 10 [Assignment and Subcontracting].

**Systemic** in the context of Fraud or Corruption means an instance of Fraud and/or Corruption, or a pattern or recurrence of instances of Fraud and/or Corruption, that a reasonable person would consider has a significant impact on the Organisation or the Organisation's reputation, financial position or financial management.

**Term** means the period of this Agreement as detailed in clause 2 [Term of Agreement].

**Terms and Conditions** means clauses 1 to 30 of this Agreement.

**Victorian Protective Data Security Framework** has the meaning set out in the PDP Act.

**Victorian Protective Data Security Standards** means any standards issued by the Information Commissioner under Part 4 of the PDP Act.

## **Interpretation**

- 1.2 In this Agreement, unless it specifically states differently:
- (a) words implying one gender includes all genders;
  - (b) the plural includes any singular and vice versa;
  - (c) a reference to a statute, ordinance, code or other Law includes subordinate legislation, consolidations, amendments, re-enactments and replacements of it;
  - (d) references to this Agreement include the Terms and Conditions, and its Schedules, annexures and attachments;
  - (e) "including" and "includes" when introducing an example, does not limit the meaning to that example or examples of that kind;
  - (f) where a term is defined, the definition includes all grammatical forms of that term;
  - (g) headings and references to headings contained in square brackets ("[]") are inserted for readability and do not affect the interpretation of this Agreement; and
  - (h) a reference to a person includes an entity recognised by Law including a body politic, and incorporated and unincorporated bodies.

## **Priority of Documents**

- 1.3 Inconsistencies between the terms of this Agreement will be resolved in the following order of priority:
- (a) these Terms and Conditions;
  - (b) Schedule 1;
  - (c) Schedule 2;
  - (d) Schedule 3;
  - (e) Schedule 4; and
  - (f) Schedule 5.

## **Governing Law**

- 1.4 The laws of the State of Victoria apply to this Agreement. The Organisation and the Department submit to the jurisdiction of the courts of the State of Victoria and courts entitled to hear appeals from those courts.

## **2 Term of Agreement**

- 2.1 The Agreement will start on the Start Date and will end on the End Date, unless the Agreement is terminated earlier under clause 14 [Termination of Agreement].
- 2.2 The Organisation acknowledges and agrees that the Department is not obligated to continue to provide funding to the Organisation beyond the Funding set out in Schedule 4 or to renew the Agreement at the end of the Term.

## **3 Service Delivery**

### **Quality of Service Delivery**

- 3.1 The Organisation will deliver the Services in accordance with this Agreement to the

reasonable satisfaction of the Department and will at all times:

- (a) deliver the Services in a proper, timely and efficient manner using the standard of care, skill, diligence and foresight that would reasonably be expected from an expert and experienced provider of the Services;
- (b) act in accordance with the highest applicable professional ethics, principles and standards;
- (c) demonstrate a commitment to ethical practices and behaviours, and make sure that ethical practices are implemented and ethical behaviour promoted through appropriate staff training and monitoring;
- (d) inform the Department about all matters the Department should reasonably be made aware of, and provide information about the delivery of the Services that may reasonably be required by the Department;
- (e) obtain and maintain any approval, consent, authorisation, accreditation, registration or similar required for the delivery of all or part of the Services or requested in writing by the Department;
- (f) subject to clause 3.1(g), comply with:
  - (i) the Standards;
  - (ii) the performance targets listed in Schedule 2 and Schedule 5 in respect of the Services;
  - (iii) all Applicable Departmental Policies;
  - (iv) all applicable Laws, including Laws relating to fire protection, industrial relations and employment, and health, and general safety and taxation; and
  - (v) the requirements of each Activity Description applicable to the Services; and
- (g) if the Department either:
  - (vi) amends or replaces any Standard referred to in clause 3.1(f)(i), Applicable Departmental Policy referred to in clause 3.1(f)(iii) or Activity Description referred to in clause 3.1(f)(v); or
  - (vii) develops or endorses a new Standard, Applicable Departmental Policy or Activity Description,

the Organisation will only be required to comply with the new, amended or replacement Standard, Applicable Departmental Policy or Activity Description (as applicable) if the Department gives the Organisation a minimum of 40 Business Days' written notice specifying the date, determined by the Department (acting reasonably), or such other period agreed by the parties, by which the Organisation must comply with the new, amended or replacement Standard, Applicable Departmental Policy or Activity Description (as applicable).

3.1A For the purposes of clause 3.1(e), the term 'registration' includes registration under the SSR Act.

3.1B A notice given under clause 3.1(g) will identify:

- (a) the proposed change, including:
  - (i) if the proposed change is a new document, a copy of that document; and

- (ii) if the proposed change is an amendment to an existing document, a summary of the amendment;
  - (b) the Activity or Activities to which the proposed change applies; and
  - (c) the name and contact details of a representative from the Department whom the Organisation may contact in relation to the proposed amendment.
- 3.2 The Department will provide the Organisation with access to all Applicable Departmental Policies and all Standards requested by the Organisation.

### **Continuity of Service Delivery**

- 3.3 The Organisation agrees that it will not suspend or cease delivery of all or part of the Services except in accordance with clauses 3.6, 12 [Suspension], 13 [Cessation] or 14 [Termination of Agreement].
- 3.4 Without limiting clause 3.3, if the Organisation proposes to suspend or cease delivery of all or part of the Services (other than in accordance with clauses 3.6,12 [Suspension], 13 [Cessation] or 14 [Termination of Agreement]), the Organisation will give written notice to the Department at least three (3) months before it suspends or ceases delivery of all or part of the Services and state:
- (a) the reason(s) the Organisation will suspend or cease delivery of those Services;
  - (b) if the Services are to be suspended, how long delivery of those Services will be suspended; and
  - (c) the date from which the delivery of the Services will be suspended or ceased.
- 3.5 If for any reason beyond the Organisation's control it is unable to comply with the time period for advance notice set out in clause 3.4 and the Organisation will suspend or cease, or has suspended or ceased delivery of all or part of the Services (other than in accordance with clauses 3.6,12 [Suspension], 13 [Cessation] or 14 [Termination of Agreement]), the Organisation will immediately give written notice to the Department and state:
- (a) the reason(s) the Organisation will suspend or cease, or has suspended or ceased, delivery of those Services;
  - (b) if the Services are to be suspended, how long delivery of those Services will be suspended; and
  - (c) the date from which the delivery of the Services will be suspended or ceased.
- 3.6 The Organisation must immediately suspend or cease delivery of all or part of the Services in respect of which the Social Services Regulator:
- (a) suspends, revokes or cancels the Organisation's registration under the SSR Act; or
  - (b) varies the Organisation's registration under the SSR Act so that the Organisation is no longer able to provide all or part of the Services.
- 3.7 If the Organisation suspends or ceases delivery of all or part of the Services in accordance with clause 3.6, the Organisation must immediately provide the Department with a written notice stating:
- (a) the date from which the Services were, or must be, suspended or ceased;
  - (b) the reason(s) the Social Services Regulator decided to vary, suspend, revoke, or cancel the Organisation's registration; and
  - (c) if the Services are to be suspended, how long delivery of those Services will be

suspended for and what steps the Organisation needs to take and is taking to lift the suspension.

- 3.8 If the Organisation provides a notice under clause 3,7, the Organisation must attach to that notice all relevant documentation from the Social Services Regulator relating to the Social Services Regulator's decision.

### **Social Services Regulator**

- 3.9 If the Organisation is registered under the SSR Act, the Organisation agrees and consents to:
- (a) the Department sharing information, including Confidential Information, with the Social Services Regulator about the Organisation including the Organisation's compliance with this Agreement and the delivery of the Services by the Organisation; and
  - (b) the Social Services Regulator sharing information, including Confidential Information, with the Department about the Organisation including the Organisation's compliance with the Social Services Standards

## **4 Funding**

- 4.1 If the Organisation meets its obligations under this Agreement to the reasonable satisfaction of the Department, the Department will pay the Funding to the Organisation in accordance with this Agreement and the Service Agreement Requirements.
- 4.2 The Organisation and the Department agree that payment of all or part of the Funding is not an admission by the Department that the Organisation has met its obligations under this Agreement to the reasonable satisfaction of the Department.
- 4.3 The Department will increase the Funding payable each year of the Term in respect of Services specified in the Service Agreement Requirements in accordance with the Service Agreement Requirements.

### **Use of Funding**

- 4.4 The Organisation agrees to use the Funding only for the Services and in accordance with this Agreement or as agreed by the Department in writing.
- 4.5 The Organisation will do all things necessary to make sure that all payments made by the Organisation from the Funding (including payments to subcontractors) are correctly made and properly authorised and that the Organisation maintains proper and diligent control over the incurring of all liabilities.
- 4.6 The Organisation will not use any of the following as security for the purpose of obtaining or complying with any form of loan, credit, payment or other interest unless the Department consents in writing:
- (a) the Funding;
  - (b) this Agreement including any right, title or interest created under it; or
  - (c) any Asset or Project Intellectual Property.
- 4.7 The Organisation will not spend the Funding on donations to members of State or Commonwealth Parliament or political parties.
- 4.8 Subject to clause 20.13, if the Organisation complies with this Agreement and delivers the Services to the reasonable satisfaction of the Department in respect of a particular financial year then, subject to the Organisation completing a progress report or financial acquittal to the

reasonable satisfaction of the Department, the Organisation may retain unspent and uncommitted funds unless the Department notifies the Organisation in writing within six (6) months after the conclusion of the applicable financial year that it requires repayment of the unspent and uncommitted funds in respect of that financial year due to performance related matters.

- 4.9 If, in the reasonable opinion of the Department, the Organisation:
- (a) does not comply with this Agreement;
  - (b) does not deliver all or part of the Services to the Department's reasonable satisfaction;  
or
  - (c) has used, spent or committed all or part of the Funding other than in accordance with this Agreement;
- the Department may, subject to clause 4.9A, in its absolute discretion:
- (d) give written notice to the Organisation requiring the Organisation to repay that part of the Funding and any GST paid to the Organisation in respect of that Funding and the Organisation will repay that amount to the Department within thirty (30) Days, or such other time period as agreed, of receiving the written notice from the Department; or
  - (e) re-negotiate the delivery of Services by the Organisation.
- 4.9A The Department may only exercise its rights under clause 4.9 if:
- (a) the Department has provided written notice to the Organisation setting out the reasons why the Department has formed an opinion of the kind required by clauses 4.9(a) - 4.9(c) and stating that the Department intends to exercise its rights under clause 4.9; and
  - (b) the Department has considered any representations made by the Organisation in relation to the matter within ten (10) Business Days after the Department has provided notice in accordance with clause 4.9A(a).

## Goods and Services Tax

- 4.10 In this clause, italicised words or expressions have the same meaning as set out in the GST Act.
- 4.11 The Funding set out in Schedule 4 is exclusive of GST. If GST is payable on all or part of the Services under clause 4.12, it will be paid to the Organisation at the same time as the Funding set out in Schedule 4.
- 4.12 The Organisation and the Department agree that if GST is payable on the supply of the Services by the Organisation under this Agreement, the Department will pay the Organisation an additional amount equal to the GST payable on or for the taxable supply.
- 4.13 If GST is payable on the supply of the Services by the Organisation under this Agreement, unless otherwise specified in any Schedule, the Organisation and the Department agree to a recipient created tax invoice (**RCTI**) arrangement under this Agreement authorised under section 29-70(3) of the GST Act and that:
- (a) the Department at the Start Date is registered for GST and agrees that it will notify the Organisation if it ceases to be registered for GST or ceases to satisfy any of the requirements of GST Ruling GSTR 2000/10;
  - (b) the Department will reasonably comply with its obligations under the taxation laws;
  - (c) the Department can issue an RCTI in respect of a taxable supply made to the

- Department of goods or services provided by the Organisation under this Agreement;
- (d) the Department will issue a copy of each RCTI to the Organisation and retain the original;
  - (e) the Department will issue a copy of each adjustment note to the Organisation and retain the original;
  - (f) the Department will not issue a document that would otherwise be an RCTI, on or after the date when it or the Organisation has ceased to satisfy the requirements of GST Ruling GSTR 2000/10;
  - (g) the Organisation will not issue tax invoices in respect of taxable supplies of goods or services to the Department; and
  - (h) the Organisation acknowledges that as at the Start Date it is registered for GST and has an active Australian Business Number and agrees that it will notify the Department within seven (7) Days if it ceases to be registered.
- 4.14 If, as at the Start Date the Organisation is not required by Law to be registered for GST and during the Term of this Agreement the Organisation becomes registered for GST, the Organisation will give written notice to the Department within seven (7) Days of becoming registered for GST.
- 4.15 If for any reason the RCTI arrangement specified in clause 4.13 is unable to be implemented or ceases, the Organisation must give the Department a tax invoice in respect of any taxable supply made to the Department by the Organisation in connection with the Agreement prior to any payment of Funding to the Organisation.
- 4.16 Any repayment under clause 4.9(d) that includes an amount for GST must be accompanied by an adjustment note relating to taxable supplies for which the Department previously issued an RCTI to the Organisation or the Organisation previously issued a tax invoice to the Department.

### **Funding Acknowledgement**

- 4.17 The Organisation will acknowledge any Funding support provided by the Victorian Government as specified in any Applicable Departmental Policy and any Schedule.

## **5 Conflict of Interest**

- 5.1 The Organisation:
- (a) warrants that, to the best of its knowledge after making diligent inquiry, it has no actual or potential Conflict of Interest and no actual or potential Conflict of Interest is likely to arise during the Term;
  - (b) will take all reasonable steps to ensure that no actual or potential Conflict of Interest arises during the Term; and
  - (c) will establish and maintain during the Term a written Conflict of Interest policy requiring timely disclosure of any actual or potential Conflict of Interest by all of the Organisation's officers, board members and employees, agents, volunteers and subcontractors.
- 5.2 If during the Term the Organisation becomes aware of any matter that gives rise to an actual or potential Conflict of Interest, the Organisation will:
- (a) immediately give written notice to the Department of the actual or potential Conflict of



Interest and of the steps the Organisation proposes to take to resolve or manage the actual or potential Conflict of Interest;

- (b) make full disclosure to the Department of all relevant information relating to the actual or potential Conflict of Interest; and
- (c) take such steps as the Department may, if the Department chooses to, reasonably require to resolve or manage the actual or potential Conflict of Interest.

5.3 If the Organisation fails to notify the Department, or is unable or unwilling to resolve or deal with the Conflict of Interest as required by the Department, the Department may terminate this Agreement under clause 14 [Termination of Agreement].

## **6 Recordkeeping**

### **Financial Records**

6.1 The Organisation will keep full and accurate Records so that:

- (a) all financial transactions, including receipts and payments, from the Funding are clearly and separately identifiable;
- (b) if required by Law or the Department, financial statements under the Australian Accounting Standards can be prepared;
- (c) if required by Law or the Department, the Organisation's accounts and Records can be audited in accordance with Australian Auditing Standards; and
- (d) all of the Organisation's taxation liabilities and payments can be clearly identified.

### **Recordkeeping**

6.2 The Organisation will deal with all Records in accordance with the standards issued under the PR Act, including but not limited to:

- (a) storing the Records;
- (b) implementing and maintaining a recordkeeping system that creates and maintains full and accurate hard copy and / or electronic Records for all Services delivered under this Agreement; and
- (c) ensuring the security of the Records.

6.3 Subject to clause 6.7, the Organisation will maintain custody of and manage the Records:

- (a) as specified by the Department and in accordance with any Applicable Departmental Policy;
- (b) in such a way that will allow the Records to be quickly and easily accessed, retrieved, reviewed, used and kept by the Department and Victorian Government; and
- (c) without limitation to paragraph (a) or (b), in such a way that will allow the Organisation to:
  - (i) respond to any request from the Department for access to Records under clause 6.5; and
  - (ii) advise the Department about Records that may fall within the scope of a request or direction received by the Department under the FOI Act or any other Law where the details of such request or direction are provided to the Organisation by the Department in writing.

- 6.4 In addition to any other obligation under clause 6 or clause 15 [Transition of Services], the Organisation will immediately provide access to and copies of Records to the Department or any third party nominated by the Department at the Department's written request in any of the following circumstances:
- (a) if required under the PR Act or any other relevant Law;
  - (b) if requested by the Auditor-General, IBAC or the Ombudsman in writing; or
  - (c) for the purposes of audit and performance monitoring under clause 9 [Audit and Performance Review].
- 6.4A In addition to any other obligation under clause 6 or clause 15 [Transition of Services], the Organisation will provide the Department, or any third party nominated in writing by the Department, with access to and copies of Records within five (5) Business Days of receiving a written request from the Department.
- 6.4B Where the Organisation, acting reasonably and in good faith, is unable to comply with clause 6.4A within the time specified in that clause, the Organisation may make a written request for an extension of time in which to comply. The Department will not unreasonably refuse to consent to a requested extension.

### **Freedom of Information**

- 6.5 If requested by the Department, the Organisation will advise it about all Records that may fall within the scope of a request or direction received by the Department under the FOI Act.
- 6.6 The Organisation will provide access to the Department and any other person authorised by the Department exercising rights under the FOI Act, or any other Laws that apply to the Records as long as they remain in the Organisation's possession or control.

### **Disposal of Records**

- 6.7 The Organisation will only dispose of a Record in accordance with the standards issued under the PR Act, other relevant legislation and any specific instructions provided by the Department and Victorian Government.

### **Ownership of Records**

- 6.8 The Organisation agrees that the Department has full legal rights to and owns all Records, materials and other resources the Department provides to the Organisation.
- 6.9 The Department, on behalf of the Victorian Government, retains legal ownership of all Records.
- 6.10 Subject to clause 15 [Transition of Services], the Organisation will maintain all Records after the Agreement ends in accordance with time periods required by the PR Act.

## **7 Assets**

- 7.1 All Assets purchased with the Funding will be used to support the delivery of the Services.
- 7.2 The Organisation is responsible for and will bear all risks, expenses and running costs for all Assets, including insurance and registration costs.
- 7.3 The Organisation will maintain an Asset Register listing and containing the details of each Asset in accordance with any Applicable Departmental Policies. The Organisation will provide the Department with a copy of the current Asset Register at the Department's request.

- 7.4 The Organisation will not dispose of any Asset worth over \$10000 (exclusive of GST) at the time of disposal which is listed or that should be listed on the Asset Register without the Department's prior written consent. For the purposes of this clause 7.4, the value of an Asset at the time of disposal will be the depreciated value from the time the Asset was purchased, unless otherwise agreed by the Department and the Organisation.
- 7.5 If the Organisation disposes of any Asset listed or that should be listed on the Asset Register, the Organisation will record the details of the disposal in the Asset Register and the Department may:
- (a) reduce the amount of Funding payable under this Agreement by the depreciated value of that Asset on giving written notice to the Organisation; or
  - (b) request the Organisation to reimburse the Department with an amount equal to the depreciated value of the Asset and the Organisation will reimburse the Department.
- 7.6 If the Organisation loses, damages, destroys or sells any Asset listed or that should be listed on the Asset Register, the Organisation will repair or replace it at its own expense and record details of the repair or replacement in the Asset Register unless otherwise agreed by the Department in writing.

### **Assets Purchased Entirely with Funding**

- 7.7 If the Organisation ceases to deliver all or part of the Services (for whatever reason), the Organisation agrees to comply with any request of the Department made during the Term or any time up to six (6) months after the termination of this Agreement, for the Organisation to:
- (a) transfer ownership of and deliver each Asset to the Department or to a third party as the Department directs; or
  - (b) reimburse the Department with an amount equal to the depreciated value of that Asset.

### **Assets Purchased Partially with Funding**

- 7.8 If the Organisation:
- (a) purchases an Asset using the Funding and monies from another source;
  - (b) ceases delivery of all or part of the Services (for whatever reason); and
  - (c) provides the Department with satisfactory written evidence proving that the Asset was partially purchased with monies from another source,
- the Organisation agrees to comply with any request of the Department made during the Term or any time up to six (6) months after the termination of this Agreement for the Organisation to:
- (d) obtain the consent of any interested third party and sell the Asset and use the proceeds to reimburse the Department with an amount equal to the amount of Funding that was used to purchase the Asset, less any amount of depreciation;
  - (e) reimburse the Department with an amount equal to the amount of Funding that was used to purchase the Asset, less any amount of depreciation; or
  - (f) obtain the consent of any interested third party and transfer ownership of and deliver the Asset to the Department or to a third party as the Department directs.
- 7.9 For the purposes of this clause 7, depreciation will be calculated in accordance with the Australian Accounting Standard (AASB116), Property Plant and Equipment (as amended from time to time) and any Applicable Departmental Policies.

- 7.10 This clause 7 (and clause 4.6, to the extent that it relates to Assets) applies only in respect of Assets for which Funding has been specifically allocated under this Service Agreement.

## **8 Reporting**

- 8.1 The Organisation will provide the Department with information about and report on the Services in accordance with the Schedules and as and when requested by the Department.
- 8.2 The Organisation will provide the Department with any information or Record that relates to the delivery of the Services or shows how the Funding has been spent by the Organisation as and when requested by the Department.
- 8.3 The Organisation will prepare its financial Records in accordance with:
- (a) if required by the Department, any Applicable Departmental Policies; and
  - (b) if required by Law or the Department, the Australian Accounting Standards.
- 8.4 The Organisation will comply with the Department's financial accountability requirements (**FAR**), as described in the Service Agreement Requirements, and provide the Department with the information and documentation set out in any Applicable Departmental Policies including but not limited to:
- (a) a certification signed either in writing or electronically, in accordance with any Applicable Departmental Policy, by an authorised officer from the Organisation; and
  - (b) the Organisation's annual report containing financial statements, if applicable, or completed Departmental financial reporting forms.
- 8.5 The Organisation will submit its annual FAR information, certification and documentation to the Department within:
- (a) three (3) months of the end of the Organisation's financial operating period;
  - (b) seven (7) Days of the Organisation's annual general meeting; or
  - (c) such other time as agreed by the Department in writing.

## **9 Audit and Performance Review**

- 9.1 The Department may conduct, or the Department may engage a third party to conduct, a performance review or an audit of the Organisation at any reasonable time, at the Department's own expense:
- (a) for the purpose of monitoring and assessing the Organisation's performance of its obligations under this Agreement or delivery of the Services;
  - (b) if the Department has reasonable concerns that the Organisation may not be delivering, or may be unable to deliver, all or part of the Services in accordance with this Agreement;
  - (c) if the Department has a reasonable concern about the Organisation's compliance, or ability to comply, with this Agreement, including as a result of a reasonable concern about the Organisation's governance;
  - (d) if the Department has reasonable concerns that the Organisation is not financially stable;
  - (e) if the Department has reasonable concerns that the Organisation has misused all or part of the Funding; or
  - (f) to confirm whether the Funding has been used for the correct purposes.

9.2 The Organisation will:

- (a) cooperate with and provide assistance to the Department or any third party engaged by the Department to conduct an audit or performance review;
- (b) make available to the Department or any third party engaged by the Department all information and Records needed for the audit or performance review in accordance with any written request from the Department or third party engaged by the Department, and provide the Department or any third party engaged by the Department with copies of all Records needed for the audit or performance review; and
- (c) allow the Department or any third party engaged by the Department access to the Organisation's premises or place of business to carry out the audit or performance review.

## 10 Assignment and Subcontracting

10.1 The Organisation may not assign its rights or obligations under this Agreement without the Department's prior written consent, which must not be unreasonably withheld.

10.2 The Organisation may only Subcontract all or part of the Services with the Department's prior written consent, which must not be unreasonably withheld.

10.3 Without limiting clause 22 [The Department's Consent], the Department will only provide consent to a proposed Subcontract if:

- (a) the Organisation satisfies the Department that the subcontractor can deliver the Services to be Subcontracted on the same terms and conditions as this Agreement;
- (b) the contract between the Organisation and the subcontractor is made on the same terms and conditions as this Agreement, including a term that expressly allows the Department to access the subcontractor's premises or place of business to conduct a performance review or audit of the subcontractor on the same terms and conditions as clause 9 [Audit and Performance Review]; and
- (c) the Organisation agrees to comply with any reasonable conditions imposed by the Department as a condition of granting its consent.

10.4 The Organisation agrees that it is:

- (a) responsible for the delivery of the Services including any part of the Services that is Subcontracted; and
- (b) accountable for any acts, omissions and mistakes of any subcontractor in performing all or part of the Services as though they were the Organisation's own acts, omissions and mistakes.

## 11 Dispute Resolution

11.1 The Organisation and the Department will enter into good faith discussions to resolve any Dispute.

11.2 If a Dispute cannot be resolved under clause 11.1, it will be resolved in good faith as follows:

- (a) the party claiming that the Dispute has arisen will give written notice to the other party describing in full the details of the Dispute (the **First Notice**);
- (b) within fourteen (14) Days of receipt of the First Notice, the parties will meet to discuss and try to resolve the Dispute;

- (c) if the Dispute remains unresolved twenty one (21) Days after receipt of the First Notice, then either party may give written notice (the **Second Notice**) to the other party requesting that the Dispute be referred to the Dispute Resolution Officer for resolution;
- (d) within fourteen (14) Days of receipt of the Second Notice, the parties will either meet with the Dispute Resolution Officer to discuss the Dispute or provide written submissions regarding the Dispute;
- (e) within twenty-eight (28) Days of receipt of the Second Notice, the Dispute Resolution Officer will provide their decision to the parties in writing;
- (f) either party may, within fourteen (14) Days from the date the Dispute Resolution Officer provides their decision in writing under clause 11.2(e), provide written notice to the other party referring the Dispute to mediation (the **Mediation Notice**); and
- (g) the party served with a Mediation Notice under clause 11.2(f) will provide written notice to the other party within fourteen (14) Days of receiving the Mediation Notice, notifying the other party as to whether or not it agrees to mediate. For the avoidance of doubt, failure to provide notice under this clause shall not be deemed agreement to mediate.

11.3 If neither party provides a Mediation Notice to the other in accordance with clause 11.2(f), or if the party served with the Mediation Notice does not agree to mediate to resolve the Dispute under clause 11.2(g), the parties agree that any decision of the Dispute Resolution Officer under clause 11.2(e) will be final and binding on the parties.

11.4 If the party served with the Mediation Notice in accordance with clause 11.2(f) agrees to mediate in accordance with clause 11.2(g), then the parties will mediate to resolve the Dispute on the following terms:

- (a) a mediator may be appointed either by agreement between the parties or, failing such agreement within seven (7) Days of the date of the Mediation Notice, by the president for the time being of the Law Institute of Victoria;
- (b) each party will bear their respective costs of the mediation save that the mediator's fee, fees for mediation rooms and costs of shared equipment facilities and services of the mediation will be shared equally;
- (c) the venue for the mediation will be agreed between the parties or, failing such agreement, will be nominated by the mediator;
- (d) each party may be legally represented if they so wish;
- (e) the mediation will be conducted without prejudice and complete confidentiality will be preserved in respect of the mediation and any documents and information used at or in relation to the mediation; and
- (f) if the parties agree to mediate to resolve the Dispute under this clause 11.4 and the Dispute is unresolved twenty-eight (28) Days after the date of the Mediation Notice (or after such other period of time agreed by the parties), the parties agree that the Dispute Resolution Officer will provide a new decision in writing (which may be the same as the decision made under clause 11.2(e)) and that such decision will be final and binding on the parties.

11.4A Nothing in this clause 11 prevents the parties from mediating earlier than provided for under the process set out in this clause 11 if otherwise agreed by the parties.

11.5 The parties will continue to perform their obligations under this Agreement despite the

existence of any Dispute. Nothing in clause 11 affects the parties' abilities to exercise their rights under clauses 12 [Suspension], 13 [Cessation] and 14 [Termination of Agreement].

## 12 Suspension

### Service Suspension

- 12.1 At any time during the Term, the Department may, in the Department's absolute discretion, request the Organisation to immediately suspend delivery of the Services, or part of the Services, by giving written notice, if:
- (a) the Organisation has failed to meet the Standards or the performance targets listed in any Schedule in respect of the Services;
  - (b) the Organisation and/or its subcontractor is undergoing a performance review or audit under clauses 9.1(b)-(e) [Audit and Performance Review] or has been notified by the Department in writing that a performance review or audit will be commenced;
  - (c) the Organisation and/or its subcontractor is undergoing an investigation under clause 20.10 or clause 20.11 [Fraud and Corruption];
  - (d) the Organisation has failed to follow any Applicable Departmental Policy or the Organisation's own policies;
  - (e) the Organisation has misused Funding or has shown an inability to properly manage its assets;
  - (f) the Organisation has breached this Agreement and notice has been given to the Organisation by the Department under clause 14.1 [Termination of Agreement];
  - (g) the Organisation or its officer, board member, employee, member, volunteer, subcontractor, representative or agent has breached any Law applicable to the Services or the operation of the Organisation; or
  - (h) if the Social Services Regulator is investigating the Organisation in accordance with the SSR Act.
- 12.1A At any time during the Term, the Department may, in the Department's absolute discretion, request the Organisation to suspend delivery of the Services, or part of the Services, by giving ten (10) Business Days' written notice, if the Department reasonably suspects any of the following:
- (a) that the Organisation has failed, or is likely to fail, to meet the Standards or the performance targets listed in any Schedule in respect of the Services;
  - (b) that the Organisation has failed, or is likely to fail, to follow any Applicable Departmental Policy or the Organisation's own policies;
  - (c) that the Organisation has misused Funding or its assets or is unable to properly manage its assets; or
  - (d) that the Organisation or its officer, board member, employee, member, volunteer, subcontractor, representative or agent has breached any Law applicable to the Services or the operation of the Organisation.
- 12.2 The Organisation will suspend delivery of all or part of the Services at the request of the Department under this clause 12.
- 12.3 The Department may, by giving written notice to the Organisation reduce the Services to be delivered under this Agreement to reflect any suspension of all or part of the Services under

this clause 12. Without limiting this clause 12.3, the Organisation agrees to the Department varying any Schedule to reflect the reduction of the Services to be delivered by the Organisation under this Agreement.

- 12.4 The Organisation agrees that the Department may fund a third party to deliver all or part of the Services that have been suspended under this clause 12.
- 12.5 The Organisation and the Department may exercise any of their rights under clauses 11 [Dispute Resolution], 12 [Suspension], 13 [Cessation] and 14 [Termination of Agreement] at any time during the suspension of the Services under this clause 12.

### **Suspension of Funding**

- 12.6 Without limiting clause 12.2, the Department may, in the Department's absolute discretion, immediately stop paying all or part of the Funding on giving written notice to the Organisation if any of the following occurs:
- (a) the Organisation does not meet, or report on, a milestone that is linked to a payment, as referred to in any Schedule;
  - (b) the Organisation has failed to meet the Standards or the performance targets listed in any Schedule in respect of the Services;
  - (c) the Organisation has misused Funding or its assets or has shown an inability to properly manage its assets;
  - (d) the Organisation has breached the Agreement and notice has been given to the Organisation by the Department under clause 14.1 [Termination of Agreement];
  - (e) the Department has reasonable concerns that the Organisation is not financially stable;
  - (f) the Department has requested the Organisation to suspend all or part of the Services under clause 12.1; or
  - (g) the Social Services Regulator suspends the Organisation's registration under the SSR Act so that the Organisation is no longer able to deliver all or part of the Services.
- 12.6A Without limiting clause 12.2, the Department may, in the Department's absolute discretion, stop paying all or part of the Funding on giving ten (10) Business Days' written notice to the Organisation if any of the following occurs:
- (a) the Department reasonably suspects that the Organisation has failed, or is likely to fail, to meet the Standards or the performance targets listed in any Schedule in respect of the Services;
  - (b) the Department reasonably suspects that the Organisation has misused Funding or is unable to properly manage its assets; or
  - (c) the Department has requested the Organisation to suspend all or part of the Services under clause 12.1A.
- 12.7 The Department may, by giving written notice to the Organisation, reduce the Funding to be paid by the Department under this Agreement to reflect any suspension of all or part of the Funding under clause 12.6. Without limiting clause 12.7, the Organisation agrees to the Department varying any Schedule to reflect the reduction of the Funding to be paid by the Department under this Agreement.
- 12.8 The Organisation and the Department may exercise any of their rights under clauses 11 [Dispute Resolution], 12 [Suspension], 13 [Cessation] and 14 [Termination of Agreement] at



any time during the suspension of the Funding under clause this 12.

### **13 Cessation**

- 13.1 At any time during the Term, the Department may, in the Department's absolute discretion, request the Organisation to immediately and permanently cease delivery of part of the Services by giving written notice, if:
- (a) notice has been given to the Organisation by the Department under clause 14.1 [Termination of Agreement] and the breach has not been satisfactorily remedied by the Organisation within thirty (30) Days of receiving the notice;
  - (b) in the reasonable opinion of the Department, the Organisation commits a serious or Material Breach of this Agreement which is not capable of remedy;
  - (c) the Department reasonably considers that the Organisation has behaved in a way that may:
    - (i) be contrary to prevailing community standards;
    - (ii) be regarded by the public as unacceptable; or
    - (iii) bring the reputation of the Organisation into disrepute,and the Department reasonably believes that continued association with the Organisation may be detrimental to the reputation of the Department; or
  - (d) if the Organisation breaches an essential term of this Agreement as described in clause 14.4 [Termination of Agreement]; or
  - (e) the Social Services Regulator:
    - (i) suspends, revokes or cancels the Organisation's registration under the SSR Act so that the Organisation is no longer able to deliver all or part of the Services; or
    - (ii) varies the Organisation's registration under the SSR Act so that the Organisation is no longer able to deliver all or part of the Services.
- 13.1A If at any time during the Term the Department does not receive sufficient funds from either the Victorian Government or Commonwealth Government to finance the program or part of the Services or there is a change in Victorian Government policy which affects the program or part of the Services, the Department may, in the Department's absolute discretion, request the Organisation to permanently cease delivery of part of the Services by giving four (4) months' written notice.
- 13.1B If the Department provides written notice to the Organisation under clause 13.1A, the Department will, at the time of providing that notice or as soon as reasonably practicable after, advise the Organisation in writing of any further actions that the Department in its sole discretion reasonably expects to take in relation to or as a result of the cessation of Services under clause 13.1A.
- 13.1C If the Organisation ceases delivery of part of the Services at the request of the Department under clause 13.1A, the Department will pay the reasonable costs (other than loss of profit or income) necessarily incurred and substantiated by the Organisation that arise directly from the cessation. The Organisation will use its best efforts to minimise any such costs arising from the cessation.
- 13.2 The Organisation will cease delivery of part of the Services at the request of the Department under this clause 13.

- 13.3 The Department will give written notice to the Organisation as soon as possible if the Department requires the Organisation to cease delivery of part of the Services under this clause 13.
- 13.4 If the Department requests the Organisation to cease part of the Services under this clause 13, the Department may also stop payment of part of the corresponding Funding at the same time.
- 13.5 The Department may, by giving written notice to the Organisation, permanently reduce the Services to be delivered by the Organisation and the Funding to be paid by the Department under this Agreement to reflect any cessation of part of the Services under this clause 13. Without limiting this clause 13.5, the Organisation agrees to the Department varying any Schedule to reflect the reduction of the Services and the Funding under this Agreement.
- 13.6 The Organisation agrees that the Department may fund a third party to deliver all or part of the Services that have been ceased under this clause 13.

## **14 Termination of Agreement**

### **Termination for Breach**

- 14.1 If the Organisation or the Department is in breach of this Agreement, the party in breach will remedy the breach within thirty (30) Days of that party receiving written notice requiring it to fix the breach.
- 14.2 If notice has been given under clause 14.1 and the breach is not satisfactorily remedied within thirty (30) Days, the party who gave notice may immediately terminate this Agreement by giving written notice.

### **Termination by the Department**

- 14.3 The Department may terminate this Agreement immediately by giving written notice to the Organisation:
- (a) if an Insolvency Event occurs in relation to the Organisation;
  - (b) if the Organisation is a natural person and becomes:
    - (i) mentally incapacitated;
    - (ii) dies;
    - (iii) is incapacitated through illness for more than thirty (30) Days; or
    - (iv) is convicted of a crime punishable by a term of imprisonment;
  - (c) if the Organisation has a Change in Control which the Department reasonably believes would negatively affect the Organisation's ability to comply with this Agreement;
  - (d) if, in the reasonable opinion of the Department, the Organisation commits a serious or Material Breach of this Agreement which is not capable of remedy;
  - (e) if the Department reasonably considers that the Organisation has behaved in a way that:
    - (i) is inconsistent with prevailing community standards;
    - (ii) may be regarded by the public as unacceptable; or
    - (iii) may bring the reputation of the Organisation into disrepute,

and the Department reasonably believes that its continued association with the Organisation may be detrimental to the reputation of the Department;

- (f) if the Organisation, or one of its employees, officers or subcontractors, engages in Systemic or Significant Fraud and/or Systemic or Significant Corruption.
- (g) if the Organisation breaches an essential term of this Agreement as described in clause 14.4; or
- (h) if the Organisation has ceased delivering all or part of the Services due to the Social Services Regulator:
  - (i) suspending, revoking or cancelling the Organisation's registration under the SSR Act ; or
  - (ii) varying the Organisation's registration under the SSR Act so that the Organisation is no longer able to provide all or part of the Services.

14.4 The essential terms of this Agreement are clauses 3.1(e) and 3.1(f)(i) [Quality of Service Delivery], 4.4, 4.5, 4.6 and 4.7 [Funding], 6.5 [Recordkeeping], and 9.2 [Audit and Performance Review] and a breach of an essential term by the Organisation will be a repudiation of this Agreement.

14.5 If the Department does not receive sufficient funds from either the Victorian Government or the Commonwealth Government to finance the program or the Services, the Department will give written notice to the Organisation as soon as possible and may terminate this Agreement by giving at least four (4) months' written notice.

14.6 If there is a change in Victorian Government policy which affects the program or the Services, the Department may terminate this Agreement by giving the Organisation at least four (4) months' written notice.

14.7 The Organisation will immediately comply with any directions in a notice given under clause 14.3, 14.5 or 14.6.

14.7A If the Department terminates this Agreement under clause 14.5 or 14.6, it will pay the reasonable costs (other than loss of profit or income) necessarily incurred and substantiated by the Organisation that arise directly from the termination. The Organisation will use its best efforts to minimise any such costs arising from termination.

14.7B The total amount payable by the Department to the Organisation, if any, under clause 14.7A will not exceed the total amount of Funding that would have been payable under the Agreement had it not been terminated, less any amount already paid under the Agreement.

### **Insolvency Event**

14.7C The Organisation must immediately notify the Department in writing if the Organisation becomes subject to, or anticipates becoming subject to, any Insolvency Event.

### **Termination without Fault by the Organisation**

14.8 The Organisation may terminate this Agreement at any time by giving the Department at least three (3) months' written notice.

14.9 If the Organisation elects to terminate this Agreement under clause 14.8, the Organisation will pay the reasonable costs (other than loss of profit or income) necessarily incurred and substantiated by the Department that arise directly from the termination. The Department will use its best efforts to minimise any such costs arising from termination.

## Remedy

- 14.10 The Organisation acknowledges and accepts that the Department will suffer financial and other loss and damage if the Organisation fails to comply with its obligations under this Agreement, and that monetary damages will be an insufficient remedy.
- 14.11 The Organisation acknowledges and accepts that, in addition to any other remedy that may be available at law or in equity, the Department is entitled to injunctive relief to prevent a breach of this Agreement and to compel specific performance.

## 15 Transition of Services

- 15.1 On expiry or termination of this Agreement for any reason or if the Organisation ceases to deliver the Services, the Organisation will comply with any written notice from the Department requesting the Organisation to:
- (a) within five (5) Business Days hand over to the Department or any third party nominated by the Department all Records provided to the Organisation by the Department relating to the delivery of the Services;
  - (b) within five (5) Business Days transfer to the Department or any third party nominated by the Department all Records created, managed and maintained relating to the delivery of the Services in a format and in a way that allows the Records to be quickly and easily accessed, retrieved, reviewed, kept and used by the Department or third party nominated by the Department;
  - (c) within thirty (30) Days after the expiry or termination of this Agreement or the cessation of any Services under clause 13 [Cessation], provide the Department with:
    - (i) a financial acquittal detailing all the Funding paid to the Organisation by the Department and spent by the Organisation (including any unspent Funding);
    - (ii) a copy of the current Asset Register; and
    - (iii) any other outstanding information, documentation or reports the Organisation is required to provide the Department under this Agreement; and
  - (d) provide (and require any subcontractor engaged by the Organisation to provide) all reasonable assistance to the Department to transfer all or part of the Services, functions and operations provided by the Organisation under this Agreement to the Department or any third party nominated by the Department, including:
    - (i) answering questions and providing other information as may be reasonably sought by the Department and/or any third party nominated by the Department; and
    - (ii) handing over client information and any material or Records held by the Organisation or any subcontractor engaged by the Organisation relating to the delivery of the Services, regardless of the manner of storage, to the Department and/or to any third party nominated by the Department.
- 15.1A Where the Organisation, acting reasonably and in good faith, is unable to comply with clause 15.1(a) or 15.1(b) within the time specified in that clause (as the case may be), the Organisation may make a written request for an extension of time in which to comply. The Department will not unreasonably refuse to consent to a requested extension .

- 15.2 If this Agreement has not expired or been terminated and the Organisation ceases to deliver any part of the Services, the Organisation will comply with clause 15.1 in respect of the part of the Services that have been suspended under clause 12 [Suspension] or ceased under clause 13 [Cessation].
- 15.3 The obligations in this clause 15 will continue for a period of three (3) years after the expiry or termination of this Agreement.

## **16 Intellectual Property**

- 16.1 The Background Intellectual Property of each party remains the property of that party.
- 16.2 The Organisation will own all Project Intellectual Property unless clause 16.3 applies.
- 16.3 If the Department considers that some or all of the Project Intellectual Property should be owned by the Department, the Department will give written notice to the Organisation prior to the delivery of those Services that give rise to that Project Intellectual Property. In considering whether some or all of the Project Intellectual Property should be owned by the Department, the Department will have regard to the Whole of Victorian Government Intellectual Property Policy (as amended or replaced from time to time).
- 16.4 If the Department gives written notice to the Organisation under clause 16.3:
- (a) the Project Intellectual Property specified in the notice is owned by the Department; and
  - (b) the Department grants:
    - (i) the Organisation; and
    - (ii) any subcontractor approved by the Department in accordance with clause 10 [Assignment and Subcontracting];
      - a non-exclusive, non-transferable, worldwide, royalty free licence to use, reproduce, and adapt the Project Intellectual Property for the purpose of performing the Services in accordance with this Agreement.
- 16.5 The Organisation grants, and the Department accepts, a Licence over:
- (a) the Project Intellectual Property not owned by the Department;
  - (b) the Background Intellectual Property, if any; and
  - (c) any Intellectual Property of a third party, if any,
- to the extent needed to allow the Department to enjoy the full benefit of the Services and this Agreement.
- 16.6 At the request of the Department, the Organisation will provide the Department with copies of all materials the Department requires and in a way that allows the Department to exercise the Department's rights under the Licence.
- 16.7 The Organisation warrants that it has the right to grant the Licences referred to in clause 16.5.
- 16.8 The Organisation will obtain all consents needed for any Licence, including in relation to any Moral Right. For the purposes of this clause 16.8, *Moral Right* has the meaning set out in section 189 of the *Copyright Act 1968* (Cth).
- 16.9 The Organisation will properly manage the Project Intellectual Property to allow the Department to enjoy the full benefit of the Services and this Agreement, which may include taking any necessary action to:

- (a) register, maintain the registration of, protect, manage, exploit and (as appropriate) commercialise the Project Intellectual Property for the benefit of the Victorian public;
- (b) maintain, improve, enhance and develop the Project Intellectual Property to the fullest extent reasonably necessary to maintain its usefulness and appropriateness to the Organisation and the Department for the delivery of the Services;
- (c) use, reproduce, publish, adapt, disseminate, communicate to the public, broadcast, and perform the Project Intellectual Property for the benefit of the Victorian public; and
- (d) comply with all applicable Departmental or other Victorian Government policies in respect of the Project Intellectual Property.

16.10 The Organisation will not accept co-funding, or involve any person in the delivery of the Services, on terms that would jeopardise or limit any Licence to be granted to the Department without obtaining the Department's prior agreement and written consent.

## **Indigenous Cultural Intellectual Property**

- 16.11 The Organisation warrants to the Department that it is entitled to use, deal with and licence to the Department any ICIP which may be used by the Organisation in connection with and in the performance its obligations under this Agreement and which is incorporated into the Project Intellectual Property.
- 16.12 The Organisation must ensure that the Project Intellectual Property only contains ICIP to the extent that the Organisation has secured from any relevant Aboriginal or Torres Strait Islander persons or groups, the necessary permissions, rights and licences to enable the Organisation and the Department to use the ICIP.
- 16.13 The Department and Organisation acknowledge that ICIP of the Organisation or third parties may be incorporated in the Project Intellectual Property and agree that no ownership of any ICIP will transfer to the Department. Ownership of ICIP will be retained by the relevant Aboriginal or Torres Strait Islander persons or groups who have cultural connection to it.
- 16.14 The Organisation must ensure that it acts in accordance with and respects any cultural protocols which may apply to the ICIP.
- 16.15 The Department will make reasonable endeavours to act in accordance with and respect any cultural protocols which may apply to the ICIP, as notified to it in writing by the Organisation.
- 16.16 The Organisation must comply with any attribution requirements with regard to ICIP where it has been notified of the requirement to attribute relevant Aboriginal or Torres Strait Islander persons or groups.
- 16.17 The Department will make reasonable endeavours to attribute ICIP to any relevant Aboriginal or Torres Strait Islander persons or groups where it is notified in writing of such requirements by the Organisation.

## **17 Privacy, Data Protection and Public Interest Disclosures**

### **Privacy**

- 17.1 The Organisation acknowledges that it is a Contracted Service Provider and/or an 'organisation' within the meaning of the HR Act and irrespective of whether a federal privacy code applies to the Organisation under the Commonwealth Privacy Act, it agrees to be bound by:
- (a) the Information Privacy Principles contained in the PDP Act;
  - (b) the Health Privacy Principles contained in the HR Act; and
  - (c) any applicable code of practice made under the PDP Act or the HR Act,
- when performing its obligations under this Agreement in the same way and to the same extent that the Department would be bound if the Department were to perform the Organisation's obligations under this Agreement.
- 17.2 Without limiting clause 17.1 and subject to clause 17.4, the Organisation agrees, in delivering the Services or fulfilling its obligations pursuant to this Agreement, to be bound by:
- (a) any applicable standards issued by the Information Commissioner under Part 4 of the PDP Act as if it were a Public Sector Agency;
  - (b) any provision of a Protective Data Security Plan developed for the Department under the PDP Act that applies to the Organisation or to any Public Sector Data, Personal

Information and Health Information; and

- (c) any provision of the Commonwealth Privacy Act which applies to:
  - (i) the Organisation; or
  - (ii) the Department, in the same way and to the same extent that the Department would be bound if the Department were to perform the Organisation's obligations under this Agreement.

17.3 In delivering the Services under the Agreement, the Organisation will:

- (a) collect, hold, use, manage, disclose, and transfer Public Sector Data, Personal Information and Health Information, only for this Agreement and in accordance with the PDP Act, HR Act and (to the extent applicable) the Commonwealth Privacy Act;
- (b) not do anything that would breach a Health Privacy Principle contained in the HR Act or an Information Privacy Principle contained in the PDP Act;
- (c) comply with the HR Act and any applicable code of practice made under the HR Act as if it were an 'organisation' within the meaning of the HR Act;
- (d) comply with the PDP Act and any applicable code of practice made under the PDP Act;
- (e) comply with:
  - (i) Part 4 of the PDP Act, as if it were a Public Sector Agency;
  - (ii) the Victorian Protective Data Security Standards and any other applicable standards issued under Part 4 of the PDP Act (including as updated from time to time) and any supporting security guidance, as if it were a Public Sector Agency; and
  - (iii) any specific policies and procedures, as specified by the Department at the time of entry into this Agreement or as amended or replaced by the Department giving the Organisation a minimum of 20 Business Days' written notice, for the purpose of the Department meeting its own obligations under Part 4 of the PDP Act and the Victorian Protective Data Security Standards;
- (f) take reasonable steps to protect all Public Sector Data, Personal Information and Health Information against misuse and loss, and unauthorised access, interference, corruption, deletion, modification or disclosure;
- (g) promptly cooperate with any reasonable requests or enquiries made by the Department in relation to the Organisation's compliance with (or breach, or potential breach, of) its obligations under this clause 17, including any investigation, complaints or enforcement action by the Victorian Information Commissioner, the Health Complaints Commissioner or the Australian Information Commissioner;
- (h) not transfer Public Sector Data, Personal Information and Health Information obtained while delivering the Services to a third party (including any subcontractor) located outside of Australia, or allow any third party (including any subcontractor) located outside Australia to have access to such information stored in Australia unless:
  - (i) specifically permitted by this Agreement;
  - (ii) the Organisation has entered into a written and executed contract with the relevant third party recipient that contains an equivalent provision to this clause 17;
  - (iii) required by law; or



- (iv) the third party receiving or having access to that information is subject to a law or other binding scheme in that third party's location or jurisdiction of incorporation that effectively upholds principles for fair handling of that information which are substantially similar to the laws referred to in clause 17.1;
- (i) comply with any direction, guideline, determination or recommendation made by the Information Commissioner or the Health Complaints Commissioner;
- (j) make sure that any person (including any subcontractor) who may deal with Public Sector Data, Personal Information and Health Information on behalf of the Organisation in relation to the Services or this Agreement is made aware of the obligations in this clause 17;
- (k) immediately notify the Department if the Organisation becomes aware of a breach, or possible breach, of any of the obligations in clauses 17.3(a) to 17.3(i), by the Organisation, or any person acting for or on behalf of the Organisation (including any subcontractor) in relation to all or part of the Services or this Agreement;
- (l) make sure that any Subcontract it enters into imposes the obligations in this clause 17 on the subcontractor; and
- (m) ensure that it makes individuals to whom the Organisation provides Services aware that:
  - (i) the Organisation may collect and disclose information to the Department for specific purposes, including for the purpose of providing its services to the individual and for the Department's auditing and monitoring of the Organisation;
  - (ii) the Department may disclose the information received from the Organisation to:
    - (A) other Victorian Governmental Agencies; and
    - (B) if requested by the Auditor-General, the Ombudsman, or the Minister responsible for the portfolio under which the Services operate; and
  - (iii) unless the Personal Information is destroyed by the Organisation, it will ultimately be disposed of to, or at the direction of, the Department or the Keeper of Public Records.

17.3A Despite anything to the contrary in this clause 17, if the Organisation is a 'public hospital', a 'public health service' or a 'multi-purpose service' within the meaning of the *Health Services Act 1988* (Vic):

- (a) clauses 17.2 and 17.3(e) do not apply to the Organisation; and
- (b) the Organisation's obligations under clause 17.3(j) do not apply in respect of Public Sector Data.

### **Public Interest Disclosures Act**

17.4 If the *Public Interest Disclosures Act 2012* (Vic) applies to the Organisation, the Organisation agrees to comply with and be bound by the provisions of that Act in connection with the Services and its obligations pursuant to this Agreement.

### **Data Breach Notification**

17.5 Without limiting clause 17.3, the Organisation must:

- (a) immediately notify the Department in writing of any suspected, likely or actual:
    - (i) unauthorised access to, or unauthorised disclosure of, any Public Sector Data, Personal Information and Health Information (together, **Data**); or
    - (ii) any loss of Data in circumstances where unauthorised access to, or unauthorised disclosure of, Data has occurred or is likely to occur, which the Organisation believes or suspects is likely to result in serious harm to the Department or to any individual to whom the Data relates (each, a **Data Breach**) immediately after becoming aware of the Data Breach and, in any event, within 24 hours of becoming aware of the Data Breach, with such notification to include:
      - (iii) a description of the Data Breach and the kinds of Data affected by the Data Breach; and
      - (iv) whether or not the Organisation believes or suspects that the Data Breach may amount to an Eligible Data Breach; and
  - (b) comply with all reasonable instructions or directions of the Department in relation to that suspected, likely or actual Data Breach.
- 17.6 After notifying the Department in accordance with clause 17.5 and unless instructed in writing by the Department otherwise, the Organisation must:
- (a) immediately investigate and promptly take all steps reasonably available to the Organisation to remedy the Data Breach and to mitigate any harm to individuals which may result from the Data Breach;
  - (b) provide the Department with all information, documents and assistance reasonably required by the Department in respect of the Data Breach;
  - (c) provide the Department with ongoing updates with respect to Data Breach until such time as the Department reasonably determines that the Data Breach has been remedied; and
  - (d) not notify the Victorian Information Commissioner, the Health Complaints Commissioner or the Australian Information Commissioner or affected individuals of the Data Breach without first following the process described in clauses 17.7 to 17.9.
- 17.7 The Department will reasonably consult with the Organisation with respect to whether or not the occurrence of a Data Breach is to be notified to Relevant Regulators and/or affected individuals, but (following such consultations) the Department will be solely responsible for determining whether or not the occurrence of a Data Breach will be notified to:
- (a) the Victorian Information Commissioner, the Health Complaints Commissioner and/or the Australian Information Commissioner (together, **Relevant Regulators**); and/or
  - (b) affected individuals.
- 17.8 If the Department determines that any such notification is to be made, then the Organisation must (as directed by the Department) as soon as practicable either:
- (a) provide all necessary information, documents and assistance required by the Department in order for the Department to prepare such notifications and for the Department to notify the Relevant Regulators and/or affected individuals; or
  - (b) prepare a draft written statement for notification to the Relevant Regulators and/or affected individuals (as determined by the Department), obtain the Department's written approval to that statement and the method of notification for issuing such

statement, and, if so instructed, issue the statement to the Relevant Regulators and/or affected individuals on behalf of itself and the Department. For the purpose of this clause, if the Data Breach is an Eligible Data Breach (as determined by the Department), then the written statement to be prepared under this clause 17.8 must comply with the requirements of section 26WK(3) of Part IIC of the Commonwealth Privacy Act.

17.9 If:

- (a) the Department has determined under clause 17.7 that a Data Breach is not to be notified to any Relevant Regulator and/or affected individuals; and
- (b) the Organisation (acting reasonably) considers that it nevertheless would be required under the Commonwealth Privacy Act to notify the Data Breach (as an Eligible Data Breach) to the Australian Information Commissioner and affected individuals,

then the Organisation must notify the Department of this and must promptly prepare a draft written statement for notification to the Australian Information Commissioner and affected individuals, consult with the Department in relation to that statement and the method of notification for issuing such statement, and issue the statement to the Australian Information Commissioner and affected individuals on behalf of itself and, if agreed, the Department. The written statement to be prepared under this clause 17.9 must comply with the requirements of section 26WK(3) of Part IIC of the Commonwealth Privacy Act.

## **18 Confidential Information**

18.1 The Organisation and the Department may disclose information (including on the internet) about the content of this Agreement unless the information is Confidential Information.

18.2 Each party agrees to treat all Confidential Information as confidential and not to disclose it to any third party without the prior written consent of the other party, except in the following circumstances:

- (a) where the disclosure is required by Law or by this Agreement;
- (b) where the disclosure is reasonably required by any persons performing their obligations under this Agreement;
- (c) any disclosure to that party's own professional advisers, or its insurer;
- (d) if requested by the Auditor-General, the Ombudsman, or the Minister responsible for the portfolio under which the Services operate; or
- (e) if the disclosing party is the Department to other Victorian Governmental Agencies.

18.3 Subject to clause 18.2, each party will ensure that any third party to which it discloses Confidential Information is made aware of the confidential nature of the Confidential Information.

## **19 Indemnity**

19.1 The Organisation indemnifies the Department against all Liability the Department may incur in respect of any Claim including Claims relating to:

- (a) loss of or damage to property;
- (b) death or personal injury;
- (c) a breach of any third party's Intellectual Property rights;

- (d) a breach of privacy or data security Law; and
- (e) a breach of its obligations under clause 6 [Recordkeeping];
  - (i) the Organisation's breach of this Agreement or any Law; or
  - (ii) an unlawful or negligent act or omission of the Organisation or its officers, board members, employees, agents, volunteers or subcontractors in connection with the Services or this Agreement.

19.2 The Organisation's Liability will be reduced to the extent that Liability is caused or contributed to by an unlawful or negligent act or omission of the Department or its officers or employees.

19.3 For the purposes of this clause 19:

- (a) 'Claim' includes any action, proceeding, demand or investigation of any nature or kind (including any allegation of a claim); and
- (b) 'Department' includes all its officers and employees.

## 20 Insurance and Risk Management

### Insurance

20.1 The Organisation will:

- (a) on and from the Start Date have appropriate insurance coverage for its operational and business risks with one or more of the following:
  - (i) the Victorian Managed Insurance Authority or, if the Organisation is a Council, Liability Mutual Insurance;
  - (ii) an insurer authorised under the *Insurance Act 1973* (Cth); or
  - (iii) an insurer approved in writing by the Department;
- (b) provide the Department with proof of the Organisation's insurance cover on request;
- (c) maintain appropriate insurance coverage for the Term, and, if those policies are underwritten on a 'claims made' basis, for no less than seven (7) years after the completion of the Services; and
- (d) undertake periodic reviews to make sure the Organisation's operational and business risks are adequately insured, particularly in regard to public and products liability and professional indemnity risks.

20.1A Without limiting clause 20.1 and unless otherwise provided for in Schedule 5, if the Organisation provides Services to Children, the insurance coverage required by clause 20.1(a) must include public and products liability insurance written on an occurrence basis covering legal liability (regardless of how this liability arises) for death or bodily injury of any person and loss and destruction of, and damage to, any property, and which shall include liability for Child Abuse for the Minimum Insured Amounts.

20.1B The Organisation agrees and consents to the Victorian Managed Insurance Authority sharing with the Department any information related to the risks insured with the Victorian Managed Insurance Authority including but not limited to claim types, causes, indemnities paid or outstanding, site risk surveys and any other information. 20.1C The Organisation agrees to the Department providing the Victorian Managed Insurance Authority with a copy of this Agreement to evidence the Organisation's agreement and consent in clause 20.1B.

## Risk Management

20.2 The Organisation will:

- (a) manage risk in accordance with Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2018 (**Australian Standard**) as amended from time to time or as otherwise specified in any Applicable Departmental Policies;
- (b) arrange for its chief executive officer or a board member of the Organisation to attest that:
  - (i) the Organisation's risk management processes (**Processes**) are consistent with the Australian Standard or any Applicable Departmental Policies;
  - (ii) during the Term, the Organisation has managed risk in accordance with the Australian Standard or any Applicable Departmental Policies;
  - (iii) within the twelve (12) months prior to attestation, the Organisation has undertaken a review of the Processes to ensure compliance with the Standard or any Applicable Departmental Policies;
  - (iv) the Processes satisfactorily and effectively manage the Organisation's risks; and
  - (v) the Organisation's board, committee of management or audit or risk committee has verified that the Processes satisfactorily and effectively manage the Organisation's risks; and
- (c) provide the Department with the attestation required under clause 20.2(b):
  - (i) within three (3) months after the beginning of an Organisation's financial operating period; or
  - (ii) seven (7) Days after the Organisation's annual general meeting; or
  - (iii) such other time as agreed by the Department in writing.

20.3 If the Organisation is required to make an attestation under the Victorian Government Risk Management Framework in its annual report, clause 20.2 does not apply.

## Background and Probity Checks

20.4 The Organisation must undertake background and probity checks on any members of the governing body of the Organisation and any other persons involved in the governance of the Organisation, including persons who report directly to the governing body, in accordance with the Service Agreement Requirements.

20.5 The Organisation must carry out the checks required in clause 20.4:

- (a) in respect of any proposed new person to be involved in the governance of the Organisation, other than a board member, before the relevant person is employed, appointed or engaged by the Organisation; and
- (b) in respect of any proposed new board member, before the board member commences carrying out their duties as a board member.

## Fraud and Corruption

20.6 The Organisation must ensure that it, and its employees, officers and subcontractors, take

reasonable steps to mitigate the risk of Fraud and/or Corruption occurring.

- 20.7 If the Organisation becomes aware of Fraud and/or Corruption in relation to the performance of the Services or any other Fraud and/or Corruption that has had or may have an effect on the performance of Organisation's obligations under this Agreement, it must as soon as practicable:
- (a) notify the Department; and
  - (b) report the Fraud and/or Corruption to all appropriate law enforcement, including Victoria Police, and regulatory agencies.
- 20.8 Subject to any restrictions imposed by Victoria Police on doing so, if the Organisation becomes aware of Fraud and/or Corruption, the Organisation must, at its own expense, promptly investigate the Fraud and/or Corruption and provide a report on the outcome of the investigation, and any other documentation relevant to the investigation requested by the Department, to the Department.
- 20.9 The Department may conduct, or the Department may engage a third party to conduct an investigation of the Organisation, at the Department own expense, in relation to any allegations of Fraud and/or Corruption against or involving the Organisation or its employees, officers, board members or equivalent, or subcontractors, including any Fraud and/or Corruption notified to the Department by the Organisation in accordance with this Agreement.
- 20.10 If the Department investigates or appoints a third party to investigate an allegation of Fraud and/or Corruption, the Organisation's obligations in clause 9.2 of this Agreement apply to the investigation.
- 20.11 The Organisation agrees that the Department may share information relating to allegations of Fraud and/or Corruption against or involving the Organisation or relating to an investigation undertaken in accordance with clause 20.8 or clause 20.9 with Governmental Agencies that fund, register or regulate the Organisation.
- 20.12 If any Fraud and/or Corruption is found to have taken place in relation to or in connection with this Agreement at any time, the Organisation must take reasonable steps to recover, replace or return to the Department any misappropriated funds or property.

## 21 Variation

- 21.1 Unless otherwise provided in this Agreement, the Organisation and the Department agree that this Agreement may only be varied if:
- (a) both parties agree in writing to the variation; or
  - (b) the Department notifies the Organisation in writing of a proposed variation to this Agreement and the date the proposed variation will take effect from (the **Effective Date**), and the Organisation continues to deliver all or part of the Services or delivers new services as described in the proposed variation after the Effective Date.

## 22 The Department's Consent

- 22.1 Where the Department's consent or approval is required under this Agreement:
- (c) the Organisation will:
    - (i) make its request in writing a reasonable time before the date on which the consent or approval is required by the Organisation; and
    - (ii) provide any information or documentation required or requested by the Department;

- (d) the Department may:
  - (i) provide its consent or approval subject to any terms or conditions it considers appropriate; or
  - (ii) withhold its consent or approval; and
- (e) the Department's consent will not be valid unless provided in writing.

22.2 Any consent provided under this Agreement is not deemed to be consent in the context of any other Agreement and will not operate to relieve the Organisation of any obligation under this Agreement or confer any liability on the Department.

22.3 The Organisation will comply with the terms and conditions of any consent.

Where the Department's consent or approval is requested by the Organisation under this clause 22, the Department will provide its response to the Organisation under clause 22.1(b) within a reasonable time.

## **23 Status of Organisation**

23.1 The Organisation and the Department agree and acknowledge that:

- (a) nothing in this Agreement creates any joint venture, partnership, employment or agency relationship between the Organisation and the Department; and
- (b) neither party has authority to incur any liability or make any representation on behalf of the other.

23.2 The Organisation is solely responsible and liable for paying superannuation, payroll or any other tax, WorkCover levy or any similar payments or entitlements in relation to its employees.

23.3 If the Organisation is not a natural person and unless otherwise provided for in Schedule 5, the Organisation warrants that it:

- (a) is a duly incorporated legal entity capable of entering into this Agreement,
- (b) complies with all Laws under which it is incorporated; and
- (c) is not subject to any Insolvency Event.

23.4 The Organisation will provide the Department with evidence of the Organisation's legal status or identity if requested by the Department and will give written notice to the Department within five (5) Business Days of any changes to the Organisation's legal status coming into effect.

23.5 Prior to any proposed Change in Control, the Organisation will:

- (a) give written notice to the Department with reasonable time for the Department to consider the impact of the proposed Change in Control; and
- (b) provide any information or documentation required or requested by the Department about the proposed Change in Control.

23.6 If the Organisation is a partnership, joint venture or consortium of two (2) or more persons, all such persons are liable both individually and as a group to the Department for the full performance of this Agreement.

23.7 Where the Organisation or any part of it is a partnership, this Agreement will not terminate automatically on the death, retirement or resignation of one or more members of such partnership.

23.8 The Organisation's Primary Contact has authority to bind the partnership, joint venture or

consortium and each of its members.

## **Organisation as trustee**

- 23.9 If the Organisation is entering into this Agreement as trustee of a trust, the Organisation and its successors as trustee of the trust will be liable under this Agreement in its own right and as trustee of the trust. Nothing releases the Organisation from any liability in its personal capacity.
- 23.10 The Organisation warrants that at the Start Date:
- (a) the trust is a valid and subsisting trust;
  - (b) all the powers and discretions conferred by the instrument establishing the trust are capable of being validly exercised by the Organisation as trustee and have not been varied or revoked;
  - (c) the Organisation is the sole trustee of the trust and has full and unfettered power under the terms of the instrument establishing the trust to enter into and be bound by this Agreement on behalf of the trust;
  - (d) this Agreement is being executed and entered into as part of the due and proper administration of the trust and for the benefit of the beneficiaries of the trust; and
  - (e) the Organisation's right of indemnity out of or lien over the trust's assets is unrestricted and will take priority over the right of the beneficiaries to the trust's assets.

## **24 Notices**

- 24.1 Any notice, approval or consent from one party to another must be in writing and be signed by an officer who is authorised to sign and legally bind that party. This clause 24 does not apply to variations to this Agreement made in accordance with clause 21 [Variation].
- 24.2 Any notice, approval or consent must be addressed to the Department's Primary Contact or the Organisation's Primary Contact and will be properly given or served by a party if that party:
- (a) delivers it by hand;
  - (b) posts it by mail to the address listed in Schedule 1 or to another address as notified in writing by the relevant party;
  - (c) transmits it by electronic mail to the email address listed in Schedule 1 or to another email address as notified in writing by the relevant party.
- 24.3 A notice will be taken to be received:
- (a) if delivered by hand, on the day of delivery if the party giving the notice has a receipt for the delivery of the notice signed by a person employed by the party receiving the notice, unless delivery is made:
    - (i) on a non-Business Day; or
    - (ii) after 5:00 pm on a Business Day;in which case the notice will be taken to be received on the next Business Day;
  - (b) if delivered by express post, to an address in the same country, two (2) Business Days after the date of posting;
  - (c) if delivered by any other method of post, six (6) Business Days after the date of posting (if posted to an address in the same country) or ten (10) Business Days after the date of posting (if posted to an address in another country);



- (d) in the case of an email, on the day the email is sent if the party giving the notice has a confirmation report or any other written evidence that the email has reached the recipient's mailbox, unless the email is sent:
- (i) on a non-Business Day; or
  - (ii) after 5:00 pm on a Business Day;
- in which case the notice will be taken to be received on the next Business Day.

## **25 Waiver**

- 25.1 No waiver of any right of a party to this Agreement will be effective unless it is in writing and signed by that party.
- 25.2 A single or partial exercise or waiver of a right under this Agreement does not prevent any other exercise of that right or the exercise of any other right.

## **26 Survival**

- 26.1 The following clauses will continue to apply after the end of this Agreement: 1.4 [Governing Law], 1.1 [Service Delivery], 4.8 to 4.9B [Funding], 6 [Recordkeeping] 7.4, 7.5, 7.7 and 7.8 [Assets], 8 [Reporting], 11 [Dispute Resolution], 15 [Transition of Services], 16 [Intellectual Property], 17 [Privacy, Data Protection and Public Interest Disclosures], 18 [Confidential Information], 19 [Indemnity], 20 [Insurance and Risk Management], and clauses 25 [Waiver] to 30 [Counterparts].

## **27 Costs and Duty**

- 27.1 Each party must bear its own costs arising out of the negotiation, preparation and execution of this Agreement. All duty (including stamp duty and any fines, penalties and interest) payable on or in connection with this Agreement and any instrument executed under or any transaction evidenced by this Agreement must be borne by the Organisation.

## **28 Entire Agreement**

- 28.1 This Agreement contains the entire agreement between the parties with respect to its subject matter. It sets out the only conduct, representations, warranties, covenants, conditions, agreements or understandings (collectively **Conduct**) relied on by the parties and supersedes all earlier Conduct by or between the parties in connection with its subject matter.

## **29 Severability**

- 29.1 If any provision of this Agreement is illegal, void, invalid or unenforceable for any reason, all other provisions which are self sustaining and capable of separate enforcement will, to the maximum extent permitted by law, be and continue to be valid and enforceable.

## **30 Counterparts**

- 30.1 This Agreement may be executed in any number of counterparts. All counterparts together will be taken to constitute one instrument.

## **31 Electronic Execution**

- 31.1 Each party consents to the other party executing this Agreement using one or more of the following methods:
- (a) the insertion in graphic form of a visual representation of the signature of the

- authorised signatory; or
- (b) the application of a digital signature using a recognised digital signature standard that meets the Victorian Government's electronic approval standard.

# Schedule 1

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## Details

|    |  |   |
|----|--|---|
| 1  | <b>Department (clause 1.1)</b>                     | The State of Victoria as represented by the Department of Families, Fairness and Housing and the Chief Executive Officer, Homes Victoria (ABN 88 139 482 080) |
| 2  | <b>Organisation (clause 1.1)</b>                   | Sample NGO Incorporated<br>An entity established under the Associations Incorporation Reform Act 2012 (Vic). Registration # A12345678X                        |
| 3  | <b>Start Date (clause 1.1)</b>                     | 1 July 2024   |
| 4  | <b>End Date (clause 1.1)</b>                       | 30 June 2028  |
| 5  | <b>Dispute Resolution Officer (clause 1.1)</b>     | Deputy Secretary, Executive Director or Director of the Department  |
| 6  | <b>Organisation's Primary Contact (clause 1.1)</b> | Sample Organisation Signatory, Chief Executive Officer  |
| 7  | <b>Organisation's address (clause 24.2)</b>        | 1 Sample Street Melbourne 3000  |
| 8  | <b>Organisation's e-mail address (clause 24.2)</b> | ceo@sample.org.au   |
| 9  | <b>Department's Primary Contact (clause 1.1)</b>   | Sample Contact  |
| 10 | <b>Department's address (clause 24.2)</b>          | 145 Smith Street, Fitzroy VIC 3065  |
| 11 | <b>Department's e-mail address (clause 24.2)</b>   | sample@email.gov  |
| 12 | <b>Minimum Insured Amounts</b>                     | The amount specified in the Service Agreement Requirements  |

## Schedule 2

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### Services

#### 2.1 Overview

This describes the Services that the Organisation is required to deliver under this Agreement. These Services include:

- (i) activities;
- (ii) service plans (which themselves are made up of activities); and
- (iii) data collection requirements.

#### 2.2 Activities

Activity Descriptions can be found at <https://providers.dhhs.vic.gov.au/health-human-services-activity-search>.

| Activity Number | Activity                                      |
|-----------------|---|
| 31260           | ACCO Services - Family and Community Services |
| 31291           | System Enablers - Better Futures              |
| 37071           | Volunteering Victoria Program                 |
| 37409           | Support for Carers                            |
| 38027           | Perpetrator Brokerage Family Violence         |
| 94849           | Homelessness Client Support                   |
| 94851           | Homelessness Flexible Funding                 |

#### 2.3 Service Plans

This section sets out the service plan requirements the Organisation must deliver in accordance with this Agreement.

**Organisation Name:** Sample NGO Incorporated  
**Agreement Number:** 11111-24  
**Agreement Version:** 1

**Lead Division/Group:** Community Operations and Practice Leadership - DFFH

**Service Plan**

**Service Plan:** Child Protection & Family Services – Service Plan # 63647 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated  
**Division/Group:** South - DFFH

**Activity:** 31260 - ACCO Services - Family and Community Services

| Performance Measure Description | Unit    | Start Date | End Date | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|---------------------------------|---------|------------|----------|----------------|----------------|----------------|----------------|
| Number of clients               | Clients | 01/07/2024 | N/A      | 3.00           | 3.00           | 3.00           | 3.00           |

| Activity Funding by Financial Year                    | Start Date | End Date | 2024-25      | 2025-26      | 2026-27      | 2027-28      |
|---|------------|----------|--------------|--------------|--------------|--------------|
| ACCO Services - Family and Community Services - 31260 | 01/07/2024 | N/A      | \$380,500.00 | \$380,500.00 | \$380,500.00 | \$380,500.00 |

**Service Plan**

**Service Plan:** Homelessness Accommodation and Support – Service Plan # 63646 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated  
**Division/Group:** Homes Victoria - DFFH

**Activity:** 94851 - Homelessness Flexible Funding

| Performance Measure Description                                | Unit       | Start Date | End Date   | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|--|------------|------------|------------|----------------|----------------|----------------|----------------|
| Homelessness flexible funding expended in the reporting period | Dollars    | 01/07/2024 | 30/06/2025 | 20,000.00      | 0.00           | 0.00           | 0.00           |
| Number of households assisted                                  | Households | 01/07/2024 | 30/06/2025 | 20.00          | 0.00           | 0.00           | 0.00           |

| Activity Funding by Financial Year    | Start Date | End Date   | 2024-25     | 2025-26 | 2026-27 | 2027-28 |
|---------------------------------------|------------|------------|-------------|---------|---------|---------|
| Homelessness Flexible Funding - 94851 | 01/07/2024 | 30/06/2025 | \$20,000.00 | \$0.00  | \$0.00  | \$0.00  |

**Activity:** 94849 - Homelessness Client Support

| Performance Measure Description             | Unit    | Start Date | End Date   | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|---|---------|------------|------------|----------------|----------------|----------------|----------------|
| Number of clients supported                 | Clients | 01/07/2024 | 30/06/2026 | 90.00          | 90.00          | 0.00           | 0.00           |
| Proportion of services provided or referred |         |            |            | 70.00          |                |                |                |

| Activity Funding by Financial Year  | Start Date | End Date   | 2024-25      | 2025-26      | 2026-27 | 2027-28 |
|-------------------------------------|------------|------------|--------------|--------------|---------|---------|
| Homelessness Client Support - 94849 | 01/07/2024 | 30/06/2026 | \$900,000.00 | \$900,000.00 | \$0.00  | \$0.00  |

## Service Plan

**Service Plan:** Supporting Carers – Service Plan # 63645 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated  
**Division/Group:** Fairer Victoria, Engagement and Coordination - DFFH

**Activity:** 37409 - Support for Carers

| Performance Measure Description                   | Unit   | Start Date | End Date   | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|---|--------|------------|------------|----------------|----------------|----------------|----------------|
| Number of carers                                  | Carers | 01/07/2024 | 30/06/2025 | 75.00          | 0.00           | 0.00           | 0.00           |
| Number of hours of service of respite and support | Hours  | 01/07/2024 | 30/06/2025 | 1,500.00       | 0.00           | 0.00           | 0.00           |

| Activity Funding by Financial Year | Start Date | End Date   | 2024-25      | 2025-26 | 2026-27 | 2027-28 |
|------------------------------------|------------|------------|--------------|---------|---------|---------|
| Support for Carers - 37409         | 01/07/2024 | 30/06/2025 | \$160,000.00 | \$0.00  | \$0.00  | \$0.00  |

### Service Plan

**Service Plan:** Family Violence Services – Service Plan # 63644 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated  
**Division/Group:** East - DFFH

**Activity:** 38027 - Perpetrator Brokerage Family Violence

| Performance Measure Description  | Unit    | Start Date | End Date | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|----------------------------------|---------|------------|----------|----------------|----------------|----------------|----------------|
| Expenditure of brokerage funding | Dollars | 01/07/2024 | N/A      | 50,000.00      | 50,000.00      | 50,000.00      | 50,000.00      |

| Activity Funding by Financial Year            | Start Date | End Date | 2024-25     | 2025-26     | 2026-27     | 2027-28     |
|---|------------|----------|-------------|-------------|-------------|-------------|
| Perpetrator Brokerage Family Violence - 38027 | 01/07/2024 | N/A      | \$50,000.00 | \$50,000.00 | \$50,000.00 | \$50,000.00 |

### Service Plan

**Service Plan:** Child Protection & Family Services – Service Plan # 63643 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated

**Division/Group:** North - DFFH

**Activity:** 31291 - System Enablers - Better Futures

| Performance Measure Description                                  | Unit    | Start Date | End Date | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|--|---------|------------|----------|----------------|----------------|----------------|----------------|
| Number of roles  | Roles   | 01/07/2024 | N/A      | 2.00           | 2.00           | 2.00           | 2.00           |
| Provide annual reports and plans. Quarterly reports as required. | Reports | 01/07/2024 | N/A      | 0.00           | 0.00           | 0.00           | 0.00           |

| Activity Funding by Financial Year       | Start Date | End Date | 2024-25      | 2025-26      | 2026-27      | 2027-28      |
|--|------------|----------|--------------|--------------|--------------|--------------|
| System Enablers - Better Futures - 31291 | 01/07/2024 | N/A      | \$360,620.00 | \$360,620.00 | \$360,620.00 | \$360,620.00 |

**Service Plan**

**Service Plan:** Community Participation – Service Plan # 63642 – Variation # 0  
**Primary Service Provider:** Sample NGO Incorporated  
**Division/Group:** West - DFFH

**Activity:** 37071 - Volunteering Victoria Program

| Performance Measure Description                            | Unit    | Start Date | End Date   | Target 2024-25 | Target 2025-26 | Target 2026-27 | Target 2027-28 |
|--|---------|------------|------------|----------------|----------------|----------------|----------------|
| Delivery of agreed activity plans and provision of reports | Reports | 01/07/2024 | 31/12/2026 | 1.00           | 1.00           | 0.50           | 0.00           |



| <b>Activity Funding by Financial Year</b> | <b>Start Date</b> | <b>End Date</b> | <b>2024-25</b> | <b>2025-26</b> | <b>2026-27</b> | <b>2027-28</b> |
|---|-------------------|-----------------|----------------|----------------|----------------|----------------|
| Volunteering Victoria Program - 37071     | 01/07/2024        | 31/12/2026      | \$40,000.00    | \$40,000.00    | \$20,000.00    | \$0.00         |

## 2.4 Data Collection Requirements

This section sets out the Organisation's applicable data collection requirements for the Services funded in this Agreement. The activities that the data collection relates to are stated in the first column and the data collection in the second column.

| Activity  | Data Collection Requirements  |
|---|---|
| 38027 - Perpetrator Brokerage Family Violence         | Brokerage for Perpetrators of Family Violence Long Term Acquittal Form. Flexible Funding for Perpetrators of Family Violence data provided to Family Safety Victoria - Quarterly data   |
| 37409 - Support for Carers                            | Carers Vic Report   |
| 31291 - System Enablers - Better Futures              | Community Connections Annual Outcomes Report  |
| 31291 - System Enablers - Better Futures              | Community Connections Annual Plan<br><a href="https://providers.dhhs.vic.gov.au/leaving-care">https://providers.dhhs.vic.gov.au/leaving-care</a>  |
| 31260 - ACCO Services - Family and Community Services | Department of Human Services Flexible Funding Model: ACCO Services - Family and Community Services  |
| 37409 - Support for Carers                            | HACC National Minimum Data Set<br><a href="https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/reporting-and-data">https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/reporting-and-data</a> |
| 94849 - Homelessness Client Support                   | Homelessness Data Collection (HDC)  |
| 94851 - Homelessness Flexible Funding                 | Homelessness Flexible Brokerage payment level report (previous known as HEF)  |
| 94851 - Homelessness Flexible Funding                 | Homelessness Flexible Brokerage payment level report (previous known as HEF)  |
| 37071 - Volunteering Victoria Program                 | Manual Activity Report  |
| 37071 - Volunteering Victoria Program                 | Manual Final Report   |
| 37071 - Volunteering Victoria Program                 | Manual Progress Report  |
| 31291 - System Enablers - Better Futures              | Quarterly Reports   |
| 38027 - Perpetrator Brokerage Family Violence         | Service Delivery Tracking (SDT)   |
| 94849 - Homelessness Client Support                   | <a href="https://fac.dhhs.vic.gov.au/service-delivery-tracking">https://fac.dhhs.vic.gov.au/service-delivery-tracking</a>   |
| 94851 - Homelessness Flexible Funding                 |   |

Further information, including the service activities that the data collection requirements apply to, is included in the Service Agreement Requirements. If your Funding is for a milestone-based project, these standard requirements may differ and you should refer to the applicable service plan that will be developed for the milestone-based project (as set out in section 3 of Schedule 2) or discuss this with your departmental contact/s.

## Schedule 3

### Applicable Departmental Policies

- 1 **Service Agreement Requirements:** Outlines the policies and obligations the funded Organisations must comply with and is published online at (<https://fac.dhhs.vic.gov.au/service-agreement-requirements>).
- 2 **Program Requirements:** This table lists any applicable statewide program specific requirements applicable for Services funded in this Agreement. It also lists the activity or activities the requirements apply to.

| Activity  | Program Requirements   |
|---|--|
| 31260 - ACCO Services - Family and Community Services | A Strategic Framework for Family Services<br><a href="https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf">https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf</a>   |
| 31260 - ACCO Services - Family and Community Services | Best Interests Case Practice Model - Summary Guide<br><a href="https://dhhs.vic.gov.au/publications/best-interests-case-practice-model-summary-guide">https://dhhs.vic.gov.au/publications/best-interests-case-practice-model-summary-guide</a>  |
| 31291 - System Enablers - Better Futures              | Better Futures Operational Guidelines<br><a href="https://providers.dffh.vic.gov.au/leaving-care">https://providers.dffh.vic.gov.au/leaving-care</a>   |
| 94849 - Homelessness Client Support                   | COVID-19 Amendment to Homelessness Services Guidelines and Conditions of Funding<br><a href="https://www.dhhs.vic.gov.au/coronavirus-amendment-to-homelessness-services-guidelines-and-conditions-of-funding-covid-19-doc">https://www.dhhs.vic.gov.au/coronavirus-amendment-to-homelessness-services-guidelines-and-conditions-of-funding-covid-19-doc</a>  |
| 31260 - ACCO Services - Family and Community Services | Family Services IRIS Data Dictionary 2013<br><a href="https://providers.dffh.vic.gov.au/integrated-reports-and-information-system-data-dictionary">https://providers.dffh.vic.gov.au/integrated-reports-and-information-system-data-dictionary</a>   |
| 38027 - Perpetrator Brokerage Family Violence         | Family Violence Information Sharing Guidelines: Guidance for Information Sharing Entities<br><a href="https://www.vic.gov.au/family-violence-information-sharing-scheme">https://www.vic.gov.au/family-violence-information-sharing-scheme</a>   |
| 38027 - Perpetrator Brokerage Family Violence         | Family Violence Risk Assessment and Risk Management Framework<br><a href="http://providers.dffh.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework">http://providers.dffh.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework</a>   |
| 31260 - ACCO Services - Family and Community Services | Family Violence referral protocol between the Department of Human Service and Victoria Police 2012-2014<br><a href="http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/assessing-children-and-young-people-experiencing-family-violence-practice-guide">http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/assessing-children-and-young-people-experiencing-family-violence-practice-guide</a> |
| 38027 - Perpetrator Brokerage Family Violence         | Family violence services and accommodation: Complying with the Equal Opportunity Act 2010<br><a href="https://www.humanrights.vic.gov.au/resources/family-violence-services-and-accommodation-guideline/">https://www.humanrights.vic.gov.au/resources/family-violence-services-and-accommodation-guideline/</a>   |
| 31260 - ACCO Services - Family and Community Services | Flexible Funding Model (2011-2012) - Information Sheet for Aboriginal Community Controlled Organisations<br><a href="http://www.dhs.vic.gov.au/__data/assets/word_doc/0009/698814/human-services-flexible-funding-model-departmental-guidelines-2011-2012.doc">http://www.dhs.vic.gov.au/__data/assets/word_doc/0009/698814/human-services-flexible-funding-model-departmental-guidelines-2011-2012.doc</a>  |

| Activity   | Program Requirements  |
|--|---|
| 94849 - Homelessness Client Support<br>94851 - Homelessness Flexible Funding   | Homelessness Services Guidelines and Conditions of Funding May 2014<br><a href="https://fac.dffh.vic.gov.au/homelessness-services-guidelines-and-conditions-funding">https://fac.dffh.vic.gov.au/homelessness-services-guidelines-and-conditions-funding</a>  |
| 31260 - ACCO Services - Family and Community Services<br>31291 - System Enablers - Better Futures<br>94849 - Homelessness Client Support | Human Services Standards policy<br><a href="https://providers.dffh.vic.gov.au/human-services-standards">https://providers.dffh.vic.gov.au/human-services-standards</a>  |
| 38027 - Perpetrator Brokerage Family Violence  | Perpetrator case management operational guidelines<br><a href="https://www.vic.gov.au/sites/default/files/2019-06/Perpetrator-Case-Management-Operational-Guidelines_.pdf">https://www.vic.gov.au/sites/default/files/2019-06/Perpetrator-Case-Management-Operational-Guidelines_.pdf</a>   |
| 31260 - ACCO Services - Family and Community Services  | Program requirements for family and early parenting services in Victoria<br><a href="https://providers.dffh.vic.gov.au/program-requirements-family-and-early-parenting-services-victoria-word">https://providers.dffh.vic.gov.au/program-requirements-family-and-early-parenting-services-victoria-word</a>   |
| 94849 - Homelessness Client Support<br>94851 - Homelessness Flexible Funding   | Residential Tenancies Regulations 2021<br><a href="https://www.legislation.vic.gov.au/as-made/statutory-rules/residential-tenancies-regulations-2021-0">https://www.legislation.vic.gov.au/as-made/statutory-rules/residential-tenancies-regulations-2021-0</a>   |
| 94849 - Homelessness Client Support<br>94851 - Homelessness Flexible Funding   | Responsible Problem Gambling<br><a href="https://responsiblegambling.vic.gov.au/">https://responsiblegambling.vic.gov.au/</a>   |
| 31260 - ACCO Services - Family and Community Services  | Simplified Funding and Reporting for Aboriginal Community Controlled Organisations - Department of Human Services Flexible Funding Model - Departmental Guidelines (2011-2012)<br><a href="http://www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/simplifying-funding-and-reporting/flexible-funding">http://www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/simplifying-funding-and-reporting/flexible-funding</a> |
| 31260 - ACCO Services - Family and Community Services  | Simplifying Funding and Reporting for Aboriginal Community Controlled Organisations - Planning Process Template 2011-2012<br><a href="http://www.dhs.vic.gov.au/__data/assets/word_doc/0004/698836/simplifying-funding-planning-process-template-children-youth-and-families-20112012.doc">http://www.dhs.vic.gov.au/__data/assets/word_doc/0004/698836/simplifying-funding-planning-process-template-children-youth-and-families-20112012.doc</a>      |
| 37409 - Support for Carers   | Support for Carers Program Guidelines 2019<br><a href="https://www2.health.vic.gov.au/about/publications/policiesandguidelines/support-for-carers-program-guidelines">https://www2.health.vic.gov.au/about/publications/policiesandguidelines/support-for-carers-program-guidelines</a>   |
| 31260 - ACCO Services - Family and Community Services  | The Best Interests Framework for Vulnerable Children and Youth<br><a href="https://providers.dffh.vic.gov.au/best-interests-framework-vulnerable-children-and-youth-pdf">https://providers.dffh.vic.gov.au/best-interests-framework-vulnerable-children-and-youth-pdf</a>   |
| 37409 - Support for Carers   | Victorian Carers Recognition Act 2012 and information kit   |
| 94849 - Homelessness Client Support<br>94851 - Homelessness Flexible Funding   | Victorian Housing Register Guidelines<br><a href="https://fac.dhhs.vic.gov.au/victorian-housing-register">https://fac.dhhs.vic.gov.au/victorian-housing-register</a>  |
| 37409 - Support for Carers   | Victorian charter supporting people in care relationships<br><a href="https://providers.dffh.vic.gov.au/victorian-charter-supporting-people-care-relationships-word">https://providers.dffh.vic.gov.au/victorian-charter-supporting-people-care-relationships-word</a>  |
| 94849 - Homelessness Client Support<br>94851 - Homelessness Flexible Funding   | Victoria's Homelessness and Rough Sleeping Action Plan<br><a href="https://www.dffh.vic.gov.au/publications/victorias-homelessness-and-rough-sleeping-action-plan">https://www.dffh.vic.gov.au/publications/victorias-homelessness-and-rough-sleeping-action-plan</a>   |

# Schedule 4

## Funding summary and Agreement level payment schedule (excludes GST)

### 1 Overview

This Schedule 4 sets out the Organisation's Funding information and payment schedule and should be read in conjunction with the Service Agreement Requirements. All funding shown is exclusive of GST. Where applicable, GST will be added at time of payment.

The annual indexation of Funding in accordance with clause 4.3 of this Agreement is processed by the Department close to when the increase takes effect. Any Funding set out for future financial years will not include the indexation increases (if any) applicable to future financial years.

Queries should be directed to the Department's Primary Contact.

### 2 Funding Summary (excludes GST):

Subject to clause 4, the Funding the Organisation will receive for carrying out each of the Services is outlined in the tables below.

|                                   |   |
|-----------------------------------|---|
| Organisation Name:                | Sample NGO Incorporated                             |
| Agreement Number:                 | 11111-24  |
| Agreement Version:                | 1   |
| Lead Division/Group:              | Community Operations and Practice Leadership - DFFH |
| Australian Business Number (ABN): | 64 212 360 037                                      |

| Division/Group        | Service Plan                           | Activity  | Funding Type           | 2024-25      | 2025-26      | 2026-27      | 2027-28      |
|-----------------------|--|---|------------------------|--------------|--------------|--------------|--------------|
| South - DFFH          | Child Protection & Family Services     | ACCO Services - Family and Community Services - 31260 | On-Going - Indexable   | \$380,500.00 | \$380,500.00 | \$380,500.00 | \$380,500.00 |
| Homes Victoria - DFFH | Homelessness Accommodation and Support | Homelessness Flexible Funding - 94851                 | Fixed Term - Indexable | \$20,000.00  | \$0.00       | \$0.00       | \$0.00       |
| Homes Victoria - DFFH | Homelessness Accommodation and Support | Homelessness Client Support - 94849                   | Fixed Term - Indexable | \$900,000.00 | \$900,000.00 | \$0.00       | \$0.00       |

| Division/Group                                      | Service Plan                       | Activity                                      | Funding Type           | 2024-25        | 2025-26        | 2026-27      | 2027-28      |
|---|------------------------------------|---|------------------------|----------------|----------------|--------------|--------------|
| Fairer Victoria, Engagement and Coordination - DFFH | Supporting Carers                  | Support for Carers - 37409                    | Fixed Term - Indexable | \$160,000.00   | \$0.00         | \$0.00       | \$0.00       |
| East - DFFH   | Family Violence Services           | Perpetrator Brokerage Family Violence - 38027 | On-Going - Indexable   | \$50,000.00    | \$50,000.00    | \$50,000.00  | \$50,000.00  |
| North - DFFH  | Child Protection & Family Services | System Enablers - Better Futures - 31291      | On-Going - Indexable   | \$360,620.00   | \$360,620.00   | \$360,620.00 | \$360,620.00 |
| West - DFFH   | Community Participation            | Volunteering Victoria Program - 37071         | Fixed Term - Indexable | \$40,000.00    | \$40,000.00    | \$20,000.00  | \$0.00       |
| Total   |                                    |   |                        | \$1,911,120.00 | \$1,731,120.00 | \$811,120.00 | \$791,120.00 |

Queries should be directed to your Departmental Primary Contact.

The annual indexation of Funding in accordance with clause 4.3 of this Agreement is processed by the Department close to when the increase takes effect. As such, any Funding set out for future financial years will not include the indexation increases (if any) applicable to future financial years

### 3 Payment Schedule (excludes GST)

Subject to clause 4, the Organisation will be paid in accordance with the payment schedule set out below.

The payment schedule contains Funding at the Agreement level in the current (2024-25) financial year. A new payment schedule for the following financial year will be produced in June each year, where applicable.

All figures are exclusive of GST. Where applicable, GST is added at the time of payment.

| <b>Due Date</b>    | <b>Amount</b>         | <b>Withheld Amount</b> | <b>Total</b>          |
|--------------------|-----------------------|------------------------|-----------------------|
| 02/07/2024         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 06/08/2024         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 03/09/2024         | \$157,078.35          | \$0.00                 | \$157,078.35          |
| 01/10/2024         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 05/11/2024         | \$157,078.35          | \$0.00                 | \$157,078.35          |
| 03/12/2024         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 07/01/2025         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 04/02/2025         | \$146,606.47          | \$0.00                 | \$146,606.47          |
| 04/03/2025         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 01/04/2025         | \$157,078.35          | \$0.00                 | \$157,078.35          |
| 06/05/2025         | \$162,314.31          | \$0.00                 | \$162,314.31          |
| 03/06/2025         | \$157,078.31          | \$0.00                 | \$157,078.31          |
| <b>Grand Total</b> | <b>\$1,911,120.00</b> | <b>\$0.00</b>          | <b>\$1,911,120.00</b> |

Queries should be directed to your Departmental Primary Contact.

# Schedule 5

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## Agreement Level Information

| Additional requirements for the Agreement                         |
|---|
| There are currently no Additional requirements for this Agreement |



AGREED for and on behalf of Sample NGO Incorporated (An entity established under the Associations Incorporation Reform Act 2012 (Vic). Registration # A12345678X)

**SIGNED by Ms. Sample Organisation** )  
**Signatory** as authorised representative for )  
**Sample NGO Incorporated** in the presence of: )

.....  
Signature of authorised representative

.....  
Signature of witness

By executing this Agreement the signatory warrants that the signatory is duly authorised to execute this Agreement on behalf of the Organisation

.....  
Name of witness (block letters)

.....  
Name of authorised representative (block letters)

.....  
Address of witness (block letters)

.....  
Position of authorised representative (block letters)

.....  
Date

.....  
Date

AGREED for and on behalf of The State of Victoria as represented by the Department of Families, Fairness and Housing / Chief Executive Officer, Homes Victoria (ABN 88 139 482 080)

**SIGNED by Sample DFFH Signatory** as )  
authorised representative for **The State of** )  
**Victoria as represented by the Department** )  
**of Families, Fairness and Housing and the**  
**Chief Executive Officer, Homes Victoria**  
**(ABN 88 139 482 080)** in the presence of:

.....  
Signature of authorised representative

.....  
Signature of witness

By executing this Agreement the signatory warrants that the signatory is duly authorised to execute this Agreement on behalf of the Department

.....  
Name of witness (block letters)

.....  
Name of authorised representative (block letters)

.....  
Address of witness (block letters)

.....  
Position of authorised representative (block letters)

.....  
Date

.....  
Date

