

REPORTING SCHEDULE

1. REPORTING OVERVIEW

1.1 Definitions

Annual Compliance Return means the written certification from your Board, or a person authorised by you, that you have complied with this Service Contract, to be provided in a form approved by us.

ICTDS means the Integrated Community Transport Data Set

DEX means the DSS or DoH Data Exchange.

Total Service Kilometres means the total number of kilometres travelled by all Contract Buses and Contract Cars / Minibuses in delivering services to customers, including for example kilometres travelled when the vehicle is empty from the depot to the first point at which a passenger is collected.

Total Vehicle Kilometres means the total number of kilometres travelled by all Contract Buses and Contract Cars / Minibuses in each reporting period.

Travel Training Evaluation means the evaluation conducted in accordance with clause 3(f) of the Travel Training Services Schedule.

1.2 Reporting Requirements

- (a) You must provide the reports and data specified in this Schedule:
 - (i) at the times specified in this Schedule; and
 - (ii) in the format specified in this Schedule or notified to you from time to time.
- (b) If any report or data can be generated through CTABS, you will be considered to have provided the report or data to us on the date you send an email to our Representative confirming both:
 - (i) that all required data has been measured by CTABS; and
 - (ii) where manual entry of data is required, all required data has been entered in CTABS;provided there are no material errors in the reports or data.
- (c) All reports and data should be provided to our Representative, other than:
 - (i) the Performance / Service Delivery Report in respect of the CHSP, which must be provided through DEX;
 - (ii) the Performance / Service Delivery Report in respect of the CCSP, which must be provided through ICTDS or the platform made available by FACS from time to time;

- (iii) reports or data generated through CTABS, in which case clause 1.2(b) of this Schedule applies.
- (d) All reports and data must comply with the definitions and requirements contained in any reporting templates we provide to you and any applicable guidelines or manuals set out in this Service Contract or that we reasonably require you to comply with by 20 Business Days' notice in writing to you.
- (e) The reports and data you provide must also include information regarding:
 - (i) Services provided to Eligible Customers who are carers;
 - (ii) Services provided by you through a third party, such as a subcontracted taxi service.

We may require you to report such data separately.

- (f) You acknowledge and agree that we, or a person appointed by us, may conduct audits on the contents of the reports and data provided by you and you must comply with any recommendations for corrective actions we may reasonably require as a result of those audits.
- (g) Any financial declaration you are required to provide to us must:
 - (i) verify that you have spent the Funding for each Program on the Services under that Program in accordance with this Service Contract; and
 - (ii) specify the amount, if any, of the Funding in relation to each Program that remains unspent and uncommitted for that Financial Year; and
 - (iii) be certified by your Board, your chief executive officer, or an officer with authority to do so.
- (h) Where the report is a financial report, we may, at our discretion, require it to be independently audited, non-audited or in any other form.
- (i) A financial report consists of an income and expenditure statement in relation to the Funding for each Program together with a balance sheet. Each financial report must:
 - (i) be in accordance with this Service Contract, applicable Australian Accounting Standards and based on proper accounts and records; and
 - (ii) verify that you have spent the Funding provided on the relevant Services and in accordance with this Service Contract; and
 - (iii) specify the amount, if any, of the Funding provided for the relevant Services that remains unspent and uncommitted; and
 - (iv) include any other matters we require to allow the Commonwealth to meet its obligations under the Commonwealth financial framework; and
 - (v) be certified by your board, your chief executive officer or an officer with authority to do so.

- (j) Independently audited financial reports must be audited by:
 - (i) a Registered Company Auditor under the *Corporations Act 2001* (Cth); or
 - (ii) a member of CPA Australia; or
 - (iii) a member of the Institute of Public Accountants in Australia; or
 - (iv) a member of the Institute of Chartered Accountants in Australia.
- (k) The auditor must not be a principal member, shareholder, officer or employee of yours or of a Related Body Corporate as defined in the *Corporations Act*. Reports must be audited in accordance with Australian Audit Standards (as maintained by the Auditing and Assurance Standards Board) and the income and expense statement must be accompanied by the auditor's opinion.

2. ADDITIONAL REPORTING REQUIREMENTS ASSOCIATED WITH NEW SYSTEMS AND EQUIPMENT

You agree to provide any additional data and reports to us that are facilitated by any New Systems and Equipment we introduce in accordance with clause 3 of the General Services Schedule, including CTABs or any alternative systems we agree to you operating.

3. GENERAL REPORTING REQUIREMENTS

- (a) You must provide the reports set out in the table below regarding all of the Services you are contracted to deliver.
- (b) The Operational Budget, Audited Financial Report and Interim Financial Report (referred to in the table below) must be provided in any form required by us, and in any event, must separately identify:
 - (i) the income, including the Funding and Fees, from each Program;
 - (ii) the costs relating to each Program and the provision of services under it.

REPORT NAME	PERIOD COVERED BY THE REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
Operational Budget	1 July to 30 June	31 May (prior to the Financial Year to which the budget relates)	Budget for your operations in the following Financial Year.
Audited Financial Report	1 July to 30 June	31 October	Audited financial report (income and expenditure statement and balance sheet). Must be provided in

			accordance with clause 1.2(j) of this Reporting Schedule.
Interim Financial Report	1 July to 31 December	31 January	Unaudited income and expenditure statement and balance sheet.
Annual Compliance Return	1 July to 30 June	31 October	Report regarding you compliance with your obligations in this Service Contract.
Asset Register	Current as at 30 June, showing any movements in Contract Assets in the preceding Financial Year	31 October	Register of Contract Assets.
Customer Feedback	1 July to 31 December 1 January to 30 June	31 January 31 July	Summary of complaints received by you.
Safety Report	A week - from Monday to Sunday. Note: no report is required if no incident of the type set out in the Safety Incident Reporting Protocol occur in the week covered by the Report.	4pm on Monday, if there has been an incident of the type set out in the Safety Incident Reporting Protocol in the preceding week.	Report regarding the occurrence of any incidents of the type set out in the Safety Incident Reporting Protocol attached to this Schedule.
Additional Performance / Service Delivery Report	1 July to 31 December 1 January to 30 June	31 January 31 July	A report setting out the following in respect of the reporting period for each Program: Average number of Trips – Direct provided to each Eligible Customer; Total number of vouchers issued for Trips – Indirect and the total monetary value of the vouchers; Total number of vouchers presented for payment for Trips – Indirect and the total monetary

	value of the vouchers;
	Total number of unique clients provided with Trips;
	Total number of unique clients provided with Trips – Direct;
	Total number of unique clients provided with Trips – Indirect;
	Total cost of Trips – Indirect;
	Total cost of Trips - Direct;
	Total Passenger Kilometres - Direct (following the introduction of CTABS);
	Total Passenger Kilometres – Indirect (if you are able to and have introduced systems enabling you to provide this information);
	The number of your CCSP Customers who have transitioned to the NDIS and the number who have not;
	Total Vehicle Kilometres;
	Total Service Kilometres (following the introduction of CTABS).

4. REPORTING REQUIREMENTS FOR THE CHSP

You must provide the reports set out in the table below regarding the expenditure of the Funding provided under the CHSP and the Services delivered with that funding.

REPORT	PERIOD COVERED BY THE REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
Financial Acquittal Report	1 July to 30 June	31 October	Report showing how the Funding provided under the CHSP was expended, to be provided in the form notified by us.
Performance/ Service Delivery Report	1 July to 31 December	30 January	Report on service delivery activities and outcomes to be provided in accordance with the DEX Protocols

1 January to 30 June	30 July	through the DEX and CTABs.
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5. REPORTING REQUIREMENTS FOR THE CCSP

- (a) You must provide the reports set out in the table below regarding the expenditure of the Funding provided to you under the CCSP and the Services delivered with that funding (**CCSP Reports**).
- (b) The CCSP Reports must comply with the principles contained in:
- (i) the Reporting Policy for FACS funded disability service providers (v1.1);
 - (ii) the relevant ADHC Acquittal and Compliance Guide for Funded Service Providers;
 - (iii) the NSW User Guide HACC MDS v2.1g.

CCSP REPORT	PERIOD COVERED BY THE REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
Financial Acquittal Report	1 July to 30 June	31 October	Report showing how the Funding provided under the CCSP was expended, to be provided in the form notified by us.
Performance/ Service Delivery Report	1 July to 30 September	31 October	Report on service delivery activities and outcomes to be provided in accordance with the NSW User Guide HACC MDS v2.1g.
	1 October to 31 December	31 January	
	1 January to 31 March	30 April	
	1 April to 30 June	31 July	

6. REPORTING REQUIREMENTS FOR THE CTP

You must provide the reports set out below regarding the expenditure of the Funding provided under the CTP and the Services delivered with that funding.

REPORT NAME	PERIOD COVERED BY THE REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
Financial Acquittal Report	1 July to 30 June	31 October	Report showing how the Funding provided under the CTP was expended, to be provided in the

			form notified to you by us.
Performance/ Service Delivery Report	1 July to 31 December	31 January	Report on service delivery activities and outcomes to be provided in accordance with the ICTDS.
	1 January to 30 June	31 July	

7. REPORTING REQUIREMENTS FOR TRAVEL TRAINING

You must provide the reports set out below regarding the expenditure of the Funding provided to you for Travel Training and the Services you delivered with that funding.

REPORT NAME	PERIOD COVERED BY THE REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
Financial Acquittal Report	1 July to 30 June	31 October	Report showing how the Funding provided under the Travel Training Services Schedule was expended, to be provided in the form notified to you by us.
Performance/ Service Delivery Report	1 July to 31 December	31 January	Report setting out: (a) the number of individuals provided with travel training; the total number of hours of individual travel training provided; and (b) the number of groups provided with travel training; the total number of hours of group travel training provided. Summary report (not containing any Personal Information) regarding the results of Travel Training evaluations, to be provided in a form notified to you by us.
	1 January to 30 June	31 July	