



NEW COMMUNITY TRANSPORT SERVICE CONTRACT HEALTH CHECK

To assist your organisation prepare for the new Community Transport Service Contract TfNSW have developed this checklist. Please note this form does not need to be returned with the 2106 ACR, it is for your records only.

| | Compliant | Not Compliant |
|--|-----------|---------------|
| Able to deliver services in accordance with the Service Contract terms and conditions. | | |
| Compliance with relevant legislation, policy and CHSP/CCSP/CTP service standards including a) Legislated criminal record and working with children checks b) Community Care Common Standards c) Third Party Verification d) Implementation of appropriate probity in employment checks | | |
| You have developed a Service Continuity Plan and a copy is attached. | | |
| Maintaining appropriate feedback and complaints handling practices. | | |
| Provision of accurate and timely reporting and acquittal of financial data. | | |
| Compliance with all legal requirements relating to reporting, documenting and dealing with Serious Incidents . | | |
| Compliance with all requirements regarding engaging Subcontractors . | | |
| Acquittal of funding and SACS Supplementation. | | |
| Compliant with protection of Confidential Information . | | |
| Compliant with requirements in CHSP Service Schedule . | | |
| Compliant with requirements in CCSP Service Schedule . | | |
| Compliant with requirements in CTP Service Schedule . | | |
| Compliant with requirements in General Services Schedule including a) Planning service delivery- <i>see field on next page</i> | | |

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|---|--|--|
| <ul style="list-style-type: none"> b) Delivering services c) Staff training requirements d) Requirements of the Board e) Requirements regarding the introduction of new systems and equipment f) Compliance with specific service requirements | | |
| Compliant with requirements in the Insurance Schedule | | |
| <p>Compliant with requirements in KPI Schedule including</p> <ul style="list-style-type: none"> a) KPI 1 Owned Assets b) KPI 2 Preventable Incidents c) KPI 3 Percentage of trips delivered to Aboriginal and Torres Strait Islander People. d) KPI 4 Customer Complaint Resolution e) KPI 5 Percentage of trips direct delivered against the number of trips direct booked f) KPI 6 Cost per passenger service kilometre direct g) KPI 7 Direct V Indirect costs h) KPI 8 Percentage of funding collected in fees i) KPI 9 Reporting | | |
| <p>Compliant with requirements in the Reporting Schedule (a)</p> <p>You must provide the reports and data specified in this Schedule:</p> <ul style="list-style-type: none"> (i) at the times specified in this Schedule; (ii) in the format specified in this Schedule or notified to you <p>Including:</p> <ul style="list-style-type: none"> a) Annual Compliance Return b) Operational Budget c) Audited Financial Report d) Interim Financial Report e) Asset Register f) Customer Feedback g) Safety Report h) Additional Performance/Service Delivery Report i) Financial Acquittal for each program | | |
| Compliance with Travel Training requirements (if applicable) | | |

Service Planning: Briefly describe the changes your organisation has made to service delivery planning in the last financial year.

Comments



SERVICE PROVIDER COMPLIANCE ACTION PLAN

Definition of Terms

- **Compliant** – the organisation currently complies with ALL requirements as set out in the TfNSW Service Contract.
- **Not Compliant** – the requirements are not met or the outcome is not effective.

This Action Plan is to be completed where there are items marked non-compliant in the ACR. The Action Plan is to be brought to the attention of the Board prior to submission to TfNSW to remind members of their fiduciary and organisational responsibilities and ensure the risks associated with non-compliance are being suitably addressed.

| | |
|------------------------------------|--|
| SERVICE PROVIDER NAME: | |
| SERVICE PROVIDER/VENDOR ID: | |

Actions and Timeframes **please attach a separate sheet if required*

| Area of non-compliance | Outcome to be achieved | Action to be undertaken | Responsibility / Due date |
|------------------------|------------------------|-------------------------|---------------------------|
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Service Continuity Plan

You must develop a 'Service Continuity Plan' which sets out how you intend to address any risks that may lead to you being unable to continue to deliver any of the Services, including those arising from a fire, natural disaster or accident or the expiry or termination of his Service Contract.

| Risk Identified: | Response | Date information was updated |
|---|-----------------|-------------------------------------|
| Fire | | |
| Natural Disaster | | |
| Accident | | |
| Contract Termination | | |
| Other | | |
| | | |
| Details required | | |
| Location of back up Customer details | | |
| Location of back up scheduled run information | | |
| Location of emergency contact details for key staff/Board members/ Volunteers | | |
| Location of vehicles and keys to vehicles | | |
| Neighbouring CTSP | | |
| Contact details for local Bus Company | | |
| Contact Details for local Taxi Company | | |
| Comments/Other | | |