

SCHEDULE 7 - REPORTING

1. REPORTING OVERVIEW

A. Definitions

'Annual Compliance Return' means the written certification from the Provider's Board, or a person authorised by the Provider, that the Provider has complied with this Service Contract, to be provided in a form approved by TfNSW.

'DEX' means the DSS or DoH Data Exchange.

'DoH' means the Commonwealth Department of Health.

'DSS' means the Commonwealth Department of Social Services.

'Total Vehicle Kilometres' means the total number of actual kilometres travelled by all Contract Assets in delivering Services to Eligible Customers, including for example kilometres travelled when the Contract Asset is empty from the depot to the first point at which an Eligible Customer is collected.

'Total Service Kilometres' means the total number of kilometres travelled by all Contract Assets in each reporting period.

B. Reporting Requirements

A. The Provider must provide the reports and data specified in this Schedule 7:

- (i) at the times specified in this Schedule 7; and
- (ii) in the format specified in this Schedule 7 or notified to the Provider from time to time.

B. By providing a report or data, the Provider confirms:

- (i) that all required reporting or data has been verified and is accurate and correct;
- (ii) where manual entry of data is required or report is required, all required data and/or report is accurate and correct; and
- (iii) there are no material errors in the reports or data provided.

C. All reports and data should be provided to TfNSW's Representative, except for the Performance / Service Delivery Report in respect of the CHSP, which must be provided through DEX.

D. All reports and data must comply with the definitions and requirements contained in any reporting templates TfNSW provides to the Provider and any applicable guidelines or manuals set out in this Service Contract or that TfNSW reasonably requires the Provider to comply with by 20 Business Days' notice in writing to the Provider.

- E. The reports and data the Provider issues must also include information regarding:
- (i) Services provided to Eligible Customers who are carers; and
 - (ii) Services provided by the Provider through a third party, such as a subcontracted taxi service.

TfNSW may require the Provider to report such data separately.

- F. The Provider acknowledges and agrees that TfNSW or a person appointed by TfNSW, may conduct audits on the contents of the reports and data provided by the Provider and the Provider must comply with any recommendations for corrective actions TfNSW may reasonably require as a result of those audits.
- G. Any financial declaration the Provider is required to provide to TfNSW must:
- (i) verify that the Provider has spent the Funding for each Program on the Services under that Program in accordance with this Service Contract;
 - (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 the Provider's Board, the Provider's chief executive officer, or an officer with authority to do so.
- H. Where the report is a financial report, TfNSW may, in its absolute discretion, require it to be independently audited, non-audited or in any other form.
- I. An independently audited financial report consists of statement of financial position (balance sheet), statement of profit and loss, statement of cash flow and notes to financial statements. This financial report must cover the Provider as a whole covering the Funding for each Program. Each financial report must:
- (i) be in accordance with this Service Contract, applicable Australian Accounting Standards and based on proper accounts and records;
 - (ii) verify that the Provider has spent the Funding provided on the relevant Services and in accordance with this Service Contract;
 - (iii) specify the amount, if any, of the Funding provided for the relevant Services that remains unspent and uncommitted;
 - (iv) includes any other matters TfNSW require to allow the Commonwealth to meet its obligations under the Commonwealth financial framework; and
 - (v) be certified by the Provider's board, the Provider's 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 the Provider 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. MONTHLY REPORTING

- A. The Provider must provide all service data extracts and submitted to TfNSW on a monthly basis.
- B. TfNSW will notify the Providers in writing of what information will make up the service data (**Service Data**). Service Data will be collated by the Provider and submitted to TfNSW manually and/or via a platform (advised by TfNSW to the Providers in writing) in accordance with the monthly reporting requirements.
- C. The Service Data will be provided to TfNSW by 4:00pm on the 28th day of each calendar month. TfNSW will provide a reporting template and required file format.

3. SYSTEMS AND EQUIPMENT REPORTING REQUIREMENTS

The Provider agrees to provide any additional data and reports to TfNSW that are facilitated by any installed Systems and Equipment or new Systems and Equipment TfNSW may introduce in accordance with section 3 of the General Services Schedule 2. This includes CTABs or any alternative systems TfNSW agrees to the Provider operating.

4. GENERAL REPORTING REQUIREMENTS

- A. Each year during the Term, the Provider must provide the reports on the dates set out in the tables below regarding all of the Services the Provider is contracted to deliver.
- B. The Independently Audited 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; and
 - (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
Independently Audited Financial Report	1 July to 30 June	31 October	Pursuant to section 4B (above) the report must include:

			<ol style="list-style-type: none"> 1. Audited financial report provided in accordance with section 1.B.J. of this Reporting Schedule 2. Independent auditor's report 3. Audit management correspondence (if applicable)
Audited Financial Acquittal Report	1 July to 30 June	31 October	Report showing how the Funding provided under each Program was expended, to be provided in the form notified by TfNSW.
Annual Compliance Return	1 July to 30 June	31 October	Report regarding the Provider compliance with its obligations in this Service Contract.
Safety Report	<p>A week - from Monday to Sunday.</p> <p>Note: no report is required if no incident of the type set out in the Serious Incident Guide occur in the week covered by the Report.</p>	4pm on Monday, if there has been an incident of the type set out in the Serious Incident Guide in the preceding week.	Report regarding the occurrence of any Serious Incidents of the type set out in the Serious Incident Guide attached to this Reporting Schedule.
Additional Performance / Service Delivery Report	<p>1 July to 31 December</p> <p>1 January to 30 June</p>	<p>28 February</p> <p>31 August</p>	<p>A report setting out the following in respect of the reporting period for each Program:</p> <p>Total number of Trip – Direct and Indirect;</p> <p>Average number of Trip – Direct and Indirect provided to each Eligible Customer;</p> <p>Total number of unique clients provided with Trip – Direct and Indirect;</p> <p>Total Passenger Kilometres - Direct and Indirect</p> <p>Total Service Kilometres;</p> <p>Total Vehicle Kilometres</p>

5. REPORTING REQUIREMENTS FOR THE CHSP

Each year during the Term, the Provider 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
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 through the DEX.
	1 January to 30 June	30 July	