

# TfNSW Community Transport Service Contract - Critical dates FY2025-27

#	REPORT NAME	FREQUENCY	PERIOD COVERED BY REPORT	DUE DATE	DESCRIPTION AND REQUIREMENTS
1	<b>Serious Incidents</b>	As required	As required	<b>With 24 hours of incident</b>	CTSC Clause 10.1(c) and Schedule 4 Attachment A: Provider to email CT Contracts Management Team of any Serious Incident as defined in the CTSC.
2	<b>Monthly Service Data Reports</b>	Monthly	Monthly	<b>28th of each month</b>	Schedule 4, Clause 3: <ol style="list-style-type: none"> <li>1. The Provider must provide all service data extracts and submitted to TfNSW on a monthly basis.</li> <li>2. 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 in accordance with the monthly reporting requirements.</li> <li>3. The Service Data will be provided to TfNSW by 4:00pm on the 28<sup>th</sup> day of each calendar month.</li> </ol>
3	<b>KPI Six-Monthly Reports</b>	Six Monthly	Jul-Dec (Q1-2)	<b>28-Feb</b>	Schedule 4, Clause 3: A report measuring the Providers performance against Key Performance Indicators (KPI)
4	<b>NGO Health Grants Six Monthly Progress Reports</b>	Six Monthly	Jul-Dec (Q1-2)	<b>28-Feb</b>	Schedule 2: Report on service delivery activities and outcomes to be provided in accordance with <b>Attachment A</b> 'NGO Grants Program Funding Table' to this <b>Schedule 2</b>
5	<b>NGO Health Grants Annual Report</b>	Annually	1 July to 30 June (FY)	<b>31-Jul</b>	Schedule 2: Report on service delivery activities and outcomes to be provided in accordance with <b>Attachment A</b> 'NGO Grants Program Funding Table' to this <b>Schedule 2</b>
6	<b>Certification of Compliance</b>	Annually	1 July to 30 June (FY)	<b>31-Jul</b>	CTSC Clause 3.2(c): During the first month after the Commencement Date and every 12 months thereafter, the Provider must certify in writing to TfNSW that the Provider has complied with the Transport Laws.
7	<b>NGO Health Grants Six Monthly Progress Reports</b>	Six Monthly	Jan-Jun (Q3-4)	<b>31-Jul</b>	Schedule 2: Report on service delivery activities and outcomes to be provided in accordance with <b>Attachment A</b> 'NGO Grants Program Funding Table' to this <b>Schedule 2</b>
8	<b>KPI Six-Monthly Reports</b>	Six Monthly	Jan-Jun (Q3-4)	<b>31-Aug</b>	Schedule 4, Clause 3: A report measuring the Providers performance against Key Performance Indicators (KPI)
9	<b>Financial Acquittal Report</b>	Annually	1 July to 30 June (FY)	<b>31-Oct</b>	Schedule 4, Clause 3: <ol style="list-style-type: none"> <li>1. Report showing how the Funding provided under each Program was expended, to be provided in the form notified by TfNSW.</li> <li>2. Report to be independently audited, if requested by TfNSW.</li> </ol>
10	<b>Audited Financial Report (if requested by TfNSW)</b>	Annually	1 July to 30 June (FY)	<b>31-Oct</b>	Schedule 4, Clause 3: Pursuant to CTSC FY2025-27, Schedule 4, section 3B (above) the report must include: <ol style="list-style-type: none"> <li>1. Audited financial report provided in accordance with section 1.1 of this Schedule 4;</li> <li>2. Independent auditor's report (if requested by TfNSW); and</li> <li>3. Audit management correspondence (if applicable).</li> </ol>

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11	Annual Compliance Return	Annually	1 July to 30 June (FY)	31-Oct	A written certification from the Provider's Board, or a person authorised by the Provider, confirming that the Provider has complied with this Service Contract, to be provided in a form approved by TfNSW
12	NGO Health Grants Financial Report	Annually	1 July to 30 June (FY)	31-Oct	<u>Schedule 2</u> : Report to be provided in the form notified by Ministry of Health (Special Purpose Financial Reporting Template and SACS Reporting Template) showing how the funding is expended.
13	Request Rollover funds	Annually	1 July to 30 June (FY)	31-Oct	<u>CTSC Clause 6.4(a)(i)</u> : Notify TfNSW in writing of any unspent amount of the Funding in writing by 31 October each year
14	Risk Assessment Reports	As required	As required	Within 10 business days of completion	<u>CTSC Clause 3.4(g)</u> : The Provider must provide a copy of the risk assessment report to TfNSW within 10 Business Days of completing it
15	Resolution of Complaints	As required	As required	Within 20 business days	<u>CTSC Clause 5(c)</u> : The Provider must ensure that complaints are resolved within 20 Business Days
16	Police Checks	As required	As required	As required, or every 3 years	<u>CTSC Clause 3.4(b)(ii)</u> : Within 24 hours of becoming aware of a Relevant Person being charged or convicted of any Other Offence or charged with any Serious Offence, to conduct and document a risk assessment in accordance with clauses 3.4(d) and 3.4(f) to determine whether to allow that Relevant Person to continue performing the Services or any part of the Services;  <u>CTSC Clause 3.4(b)(iv)</u> : Ensure that a Relevant Person has their Police Check renewed at least every 3 years.
17	National Criminal History Checks	As required	As required	As required, or every 3 years	<u>CTSC Annexure B, Clause 1(b)</u> : The Provider must ensure National Criminal History Checks are completed, for all drivers, at the following intervals: every 3 years; at recruitment; if the Provider has reasonable concerns that a driver may have committed a Disqualifying Offence.
18	Driver Licence Checks	As required	As required	As required, or every 3 years	<u>CTSC Annexure B, Clause 2(a)(II)</u> : Licence checks are completed by the Provider, for all drivers, at the following intervals: every 3 years; at recruitment; if the Provider has reasonable concerns there may have been a change in the driver's licence status.
19	Updated Asset Register	As required	As required	As required	<u>CTSC Clause 7.3(a)(ii)</u> : As at the date on which any updated Asset Register is provided to TfNSW by the Provider under this Service Contract, that updated Asset Register lists all of the Assets that the Provider uses or intends to use in the future in relation to the Services.