

TOWN OF COTTESLOE



Works and Corporate Services
Committee

ATTACHMENT 10.1.7

Meeting Date: 22 May 2012

THIS DEED is made on the _____ day of _____ 2012

BETWEEN **TOWN OF COTTESLOE** of 109 Broome Street,
Cottesloe, Western Australia ("**Cottesloe**")

TOWN OF CLAREMONT of 308 Stirling Highway,
Claremont, Western Australia ("**Claremont**")

TOWN OF MOSMAN PARK of "Memorial Park" Bayview
Terrace, Mosman Park, Western Australia ("**Mosman
Park**")

SHIRE OF PEPPERMINT GROVE of 1 Leake Street,
Peppermint Grove, Western Australia ("**Peppermint
Grove**")

AND **TAPSS COMMUNITY CARE (INC.)** of 81 Forrest Street,
Cottesloe, Western Australia ("**TAPSS**")

RECITALS

A Cottesloe, Claremont, Mosman Park, and Peppermint Grove have,
on the terms and conditions in this document, resolved to jointly
provide support services to aged persons

B It has been agreed that the day to day management of those
support services to aged persons is to be undertaken by TAPSS

OPERATIVE PROVISIONS

1 INTERPRETATION

In this Deed, unless the context requires otherwise;

Business Day means all days Monday to Friday, unless designated as
a public holiday;

Claim means an individual action that seeks to reclaim losses for
which an agency is, or could be held, liable for;

Commencement Date means 1 July 2012;

Committee means the committee established as per **clause 4**;

Districts means the districts for which the Local Governments are
established pursuant to the Local Government Act 1995;

Host Local Government means the Town of Cottesloe

Insolvency Event means any event or combination of events that
would lead to a legal entity being insolvent, as defined by the
Corporations Act 2001 (Cth);

LEADR means the incorporated association, LEADR of level 1, 13-15 Bridge Street, Sydney – who specialise in dispute resolution and mediation.

Local Governments means Cottesloe, Claremont, Mosman Park and Peppermint Grove, either jointly or singularly as the context requires.

Performance Criteria means the performance criteria set out in Annexure 1, and agreed to as per **clause 3**;

Property means property purchased with money paid by the Local Governments pursuant to **clause 6.5**;

Support Service means the provision and administration, in association with State and Commonwealth departments and instrumentalities and welfare organisations, of support services in providing a variety of options to maintain and enhance quality of life in ways that are meaningful to each individual. Our programs are inclusive of adults of all ages, with disabilities and from culturally and linguistically diverse backgrounds.

Term means the period during which this document continues in force as set out in **clause 2**.

2 TERM

The term of this Deed commences on 1 July 2012 and continues in force until the earliest of the following dates:

- (a) 30 June 2017;
- (b) unless the parties otherwise agree, 30 June in the year after any year in which a budget for the following year is not ratified by each of the Local Governments pursuant to clause 6;
- (c) unless the parties otherwise agree, 30 June in the year after any year in which Performance Criteria for the following year are not ratified by the Local Governments; or
- (d) 30 June which next follows the expiration of 12 months after the giving of a notice in writing by a Local Government to all other parties of that Local Government's intention to withdraw from the arrangement under this Deed.

3 PROVISION OF SUPPORT SERVICES BY TAPSS

3.1 TAPSS's Obligations to provide Support Services

The care, control and day to day management of the Support Services shall be undertaken by TAPSS which must;

- (a) provide the Support Services;
- (b) employ and if necessary terminate the employment of such employees as are necessary to provide the Support Services;
- (c) pay or otherwise discharge all expenditure in respect of the provision of Support Services in accordance with budgets ratified by the Local Governments pursuant to **clause 6**;
- (d) hold money paid by the Local Government pursuant to **clause 6.5** upon trust to apply that money only in the payment or discharge of the expenditure referred to in paragraph (c);
- (e) make available to the Local Governments all records kept in relation to the provision of the Support Services;
- (f) furnish to the Local Governments all such information in relation to the provision of the Support Services as may from time to time be reasonably required;
- (g) comply with all directions of the Committee regarding the provision of the Support Services and which are within the functions and powers of the Committee to give under **clause 4.3**;
- (h) furnish to the Local Governments on or before 30 September in each year audited financial statements in respect of the payment or discharge of all expenditure in respect of the provision of Support Services during the financial year ending on the preceding 30 June.

3.2 TAPSS to Adhere to Performance Criteria

In providing the Support Services, TAPSS agrees with the Local Governments that TAPSS must adhere to and comply with the Performance Criteria, as set out in Annexure 1, and as varied from time to time in accordance with this Deed.

3.3 Review of Performance Criteria

In March each year, TAPSS shall review the Performance Criteria and submit to the Committee TAPSS' suggestions (if any) for the variation of the Performance Criteria.

The Performance Criteria shall be reviewed by the Committee in April each year and the Committee shall submit a draft of the Performance

Criteria to apply in the following financial year to each party in April each year.

3.4 Amendments to Draft Performance Criteria

Each Party's comments on the draft Performance Criteria shall be given to the Committee which shall take those comments into account and then prepare final draft Performance Criteria.

3.5 Ratification of the Performance Criteria

Final Draft Performance Criteria shall, unless there is no variation from the Performance Criteria applicable during the previous year, be submitted to the Local Governments for ratification.

Each Local Government must notify TAPSS of the ratification (or otherwise) of the reviewed Performance Criteria by 31 May. Any change in Performance Criteria must be ratified by all four Local Governments in order for the change to be implemented.

3.6 Failure to Ratify

If Performance Criteria are required to be ratified pursuant to **clause 3.5** and are not ratified by all four Local Governments as required by **clause 3.5**, the Performance Criteria for the previous year shall continue to apply without variation and **clause 2(c)** shall apply, unless otherwise agreed by the parties.

4 COMMITTEE

4.1 Formation of the Committee

During the Term there shall be a committee comprising;

- (a) One person appointed by Cottesloe;
- (b) One person appointed by Claremont;
- (c) One person appointed by Mosman Park;
- (d) One person appointed by Peppermint Grove;
- (e) One person appointed by TAPSS.

4.2 Appointments to Committee

Each party may in regard to its respective appointee at any time and from time to time;

- (a) appoint a deputy for each member who, unless an appointment is made pursuant to paragraph (b), may act as a member in the absence of the member for whom he or she is deputy and a deputy while so acting shall be deemed to be a member;
- (b) appoint a person to act temporarily as a member during the absence of any other member and a person while so acting shall be deemed to be a member;
- (c) appoint another person to act as a member in place of a member who resigns his office (which a member may do in writing signed by him and delivered to the Host Local Government); and
- (d) revoke an appointment and appoint another person in place of the person whose appointment is revoked.

4.3 Functions and Powers of the Committee

The Functions and Powers of the Committee are;

- (a) to determine questions of policy and all other matters not associated with the day to day provision of the Support Services;
- (b) to prepare budgets for ratification by the Local Governments pursuant to **clause 6**;
- (c) to supervise the performance by TAPSS of its obligations in this Deed and to give directions to TAPSS in that regard;
- (d) to review the Performance Criteria annually under **clause 3**; and
- (e) to keep and maintain an Asset Register pursuant to **clause 7.3**.

4.4 Operation of the Committee

The Committee shall operate in the following manner;

- (a) the Committee shall elect a chairperson who shall hold office for one year and preside at all meetings of the Committee;
- (b) the Committee shall also elect a deputy chairperson who shall hold office for one year and preside at all meetings of the Committee at which the chairperson is not present;

- (c) the quorum necessary for the transaction of business of the Committee shall be three, comprising three of the four Local Government appointees;
- (d) each member shall be entitled to one vote on any decision and in the event of a tied vote, the chairperson can exercise a casting vote; and
- (e) the Committee must meet at least once every year;
- (f) the chairperson may convene a meeting of the Committee at any time, but must convene a meeting of the Committee upon the request of at least one half of the members of the Committee to transact any business of the nature specified by those members in their request;
- (g) the Chief Executive Officer of the Host Local Government (or another officer appointed by the Host Local Government for that purpose) shall act as secretary to the Committee and shall convene and attend all meetings of the Committee and keep minutes of all meetings of the Committee;
- (h) the Committee must produce and furnish to all parties as soon as practicable after each meeting a report in writing of the proceedings of the meeting;
- (i) each party may appoint one employee of that party to attend any meeting of the Committee as an advisor but the absence of any advisor does not affect the validity of the meeting;
- (j) the Committee may invite any person to attend any meeting of the Committee; and
- (k) otherwise, the Committee may prescribe its own procedure for the day to day running of its affairs.

5 HOST LOCAL GOVERNMENT

5.1 Services to be provided by the Host Local Government

The Host Local Government agrees to provide the secretarial services referred to in **clause 4.4(g)**.

6 EXPENDITURE AND BUDGETING

6.1 Preparation of the Draft Budget

The Committee must prepare a budget in respect of all expenditure for each financial year and submit a draft of that budget to each party by 15th of April each year.

6.2 Amendments to Draft Budget

Each party's comments on the draft budget shall be provided to the Committee which shall take those comments into account and then prepare a final draft budget.

6.3 Ratification of the Budget

The final draft shall be submitted to the Local Governments for inclusion in their annual budgets. Each Local Government must notify the Committee of the adoption of their budget (or otherwise) by 30 June in each year during the Term. All four Local Governments must adopt the budget in order for it to be ratified.

6.4 Failure to Ratify

If a budget is not ratified as per **clause 6.3** the budget for the previous year shall continue to apply and **clause 2(b)** shall apply, unless otherwise agreed by the parties.

If a Local Government or Local Governments adopt a contribution in the budget which is less than the amount agreed to in the Draft Budget, it can be taken that the budget has failed to be ratified and **clause 2(b)** shall apply, unless otherwise agreed by the parties.

6.5 Payment of Expenditure

All expenditure specified in a budget ratified pursuant to **clause 6.3** shall be notified to the Local Governments by the Committee during the first week in June in each year and shall be borne by the Local Governments in the proportions of the populations of their respective Districts as determined by the census undertaken by the Australian Bureau of Statistics which is the latest in existence as at 30 June in the year immediately preceding the financial year to which the budget relates.

Each Local Government (including the Host Local Government) must pay its share of expenditure specified in the ratified budget to TAPSS six monthly in advance on the first days of July and January in each year or, at the option of the Local Government, annually in advance.

7 PROPERTY

7.1 Ownership of Property

Ownership of each item of Property is vested in the Local Governments jointly.

7.2 Property Upon Expiration of Term

Upon the expiration of the Term, Property shall be dealt with in such a manner as the Local Governments agree but in default of agreement each item of Property shall be disposed of by the Host Local Government and the proceeds from disposal distributed between the Local Governments in the proportions in which they fund TAPSS at the time of expiration.

7.3 Asset Register

The Committee shall keep and maintain an Asset Register describing each item of Property vested in the Local Governments.

8. INDEMNITY

(1) TAPSS is to be solely liable for, and must indemnify the Local Governments jointly and severally and at all times keep the Local Governments indemnified from and against, any Claim which may be commenced or brought against a Local Government or which a Local Government may suffer or incur in connection with:

- (a) any personal injury (which expression shall include illness) to, or death of, any person arising out of or in the course of, or caused by, the provision of the Support Services or performance of any obligation under this Deed;
- (b) any loss, destruction of, or injury or damage to, any real or personal property (including property of a Local Government) arising out of or in the course of, or caused by, the provision of the Support Services or the performance of any obligations under this Deed;
- (c) the termination of the employment of an employee of TAPSS; or
- (d) any breach or non-observance by TAPSS of any terms and conditions to be observed and performed by TAPSS under this Deed,

except to the extent such damage, loss or injury is caused or contributed to by any negligent act, wilful default or breach of duty of or by a Local Government or its servants, agents, contractors or invitees.

(2) The indemnity under subclause (1) continues to operate regardless of the expiry of the Term or the termination of this

Deed in respect of any cause of action arising prior to expiry of the Term or termination of the Deed.

9. INSURANCE

- (1) TAPSS must take out a valid and enforceable public liability insurance policy with a reputable insurer in Australia, which:
 - (a) provides coverage of at least \$15,000,000, or such higher amount as the Local Governments shall from time to time require, for each occurrence for which TAPSS is responsible in connection with the provision of the Support Services or the performance of its obligations under this Deed;
 - (b) requires the insurer to inform the Local Governments of any notice, including any claim, it receives under or in connection with the policy;
 - (c) covers TAPSS's liability to indemnify the Local Governments in accordance with this Deed.
- (2) TAPSS must take out a valid and enforceable professional indemnity insurance policy with a reputable insurer in Australia, which:
 - (a) provides coverage of at least \$2,000,000, or such higher amount as the Local Governments shall from time to time require, for each occurrence for which TAPSS is responsible in connection with the provision of the Support Services or the performance of its obligations under the Deed;
 - (b) requires the insurer to inform the Local Governments of any notice, including any claim, it receives under or in connection with the policy; and
 - (c) covers TAPSS's liability to indemnify the Local Governments in accordance with this Deed.
- (3) TAPSS must take up a valid and enforceable worker's compensation insurance policy which complies with the provisions of Worker's Compensation and Injury Management Act 1981 in respect of all its employees supplying the Support Services under this Deed.
- (4) TAPSS must maintain the insurance policies referred to in this clause throughout the Term.
- (5) TAPSS must not alter the terms or conditions of any insurance policy taken out under this clause without the prior written approval of the Local Governments (such approval not to be unreasonably withheld).
- (6) TAPSS is to be responsible for any excess payable under an insurance policy taken out under this Deed.
- (7) On each annual anniversary of the Commencement Date, TAPSS must provide the Local Governments with a certificate of currency of each of the insurance policies referred to this clause.

- (8) If, in the reasonable opinion of the Local Governments, the insurance of TAPSS referred to in this clause is not adequate, the Local Governments may require TAPSS to obtain and maintain further insurance.
- (9) TAPSS must ensure that it:
 - (a) does not do anything which prejudices any insurance;
 - (b) if necessary, rectifies anything which might prejudice any insurance;
 - (c) reinstates any insurance policy if it lapses;
 - (d) does not cancel, vary or allow an insurance policy to lapse without prior written consent of the Local Government (such consent not to be unreasonably withheld);
 - (e) immediately notifies the Local Governments in writing of any event which may result in an insurance policy lapsing or being cancelled; and
 - (f) gives full, true and particular information to the insurer of all matters and things the non-disclosure of which might in any way prejudice or affect any such policy or the payment of all or any benefits under the insurance.
- (10) If TAPSS fails:
 - (a) to produce for inspection a certificate of currency of a policy, or a copy of a policy under subclause (7); or
 - (b) to take out or maintain a policy required by this clause,a Local Government may, without prejudice to any other rights it may have, take out the insurance and the cost will be a debt due from TAPSS to the Local Government.

10. PROTECTION OF PEOPLE AND PROPERTY

- (1) Insofar as compliance with this Deed permits, TAPSS must at all times when supplying the Support Services:
 - (a) take any measures necessary to protect people and property; and
 - (b) prevent nuisance and unreasonable noise and disturbance.
- (2) If TAPSS damages any property of another when supplying the Support Services under this Deed, TAPSS must properly and promptly rectify the damage and pay all compensation that TAPSS is required to pay.

11. COMPLIANCE WITH LEGISLATION

TAPSS agrees with the Local Governments that for the duration of the Term, in providing the Support Services, it shall comply with and observe the provisions of all relevant statutes, regulations and local laws and of any notice, requisition or order made or given thereunder or by any competent authority or person, including (without limiting the generality of the foregoing) any of the Local Governments.

12. DEFAULT AND TERMINATION

12.1 Notice of default

Subject to clause 12.2, if a party fails to comply with any of its obligations under the Deed, the non-defaulting party may give the defaulting party a notice in writing specifying the default and requiring the default to be remedied within 10 Business Days after the notice is given to the non-defaulting party.

12.2 Default Events and termination

- (1) In clause 12.2, **Default Event** means an event where:
 - (a) a party fails to remedy a default in accordance with a notice given under clause 12.1;
 - (b) a party suffers an Insolvency Event;
 - (c) a party fails to comply with its obligations under the Deed;
 - (d) a party, if it is so obliged, fails to comply with legislation;
 - (e) TAPSS fails to provide the Support Services in accordance with the Deed and the Performance Criteria;
 - (f) a party or its employees are guilty of any dishonesty, serious misconduct or serious neglect in the discharge of their functions under this Contract;
 - (g) TAPSS refuses to comply with any reasonable request or direction given by the Local Governments or the Committee;
 - (h) a party knowingly produces or gives the other party information under this Deed that is false;
 - (i) the insurance required by clause 9 is not adequate to the reasonable satisfaction of the Local Governments; or
 - (j) at any time during the term, the insurance required by clause 9 lapses, ceases or is suspended.
- (2) If a Default Event occurs, and the non-defaulting party has given notice to the defaulting party and, where the Default Event is capable of remedy, the defaulting party has failed within the specified time (or if no time is specified, within a reasonable period of time) to remedy the default, the non-defaulting party may, subject to the Bankruptcy Act 1966 but without prejudice to

any other powers, rights, authorities or remedies, by written notice to the defaulting party immediately terminate this Deed.

- (3) If the Local Governments terminate the Deed pursuant to subclause (2), then:
 - (a) any expenditure due to be paid under this Deed shall be proportionally adjusted for the actual period of the Deed and any payment already made to TAPSS that has not been expended at the date of termination, shall be repaid to the Local Governments in the proportions specified in clause 6.5;
 - (b) the rights and liabilities of the parties will be the same as they would have been at common law had TAPSS repudiated this Deed and the Local Government elected to treat this Deed as at an end and recover damages; and
 - (c) TAPSS is not released from liability for any previous breach or failure to observe or perform the term or condition of the Contract.

13. ASSIGNMENT AND SUBCONTRACTING

TAPSS shall not assign or subcontract responsibility for the Support Services, this Deed or any part of it or any of its rights under this Deed without the prior written consent of the Local Governments (such consent not to be unreasonably withheld).

14. DISPUTE RESOLUTION

- (1) If a dispute arises between the parties in connection with the Deed, then a party must give notice of the dispute to the other party identifying the dispute and providing details of it.
- (2) If the dispute is not resolved between the parties within 14 Business Days of a notice under subclause (1) being given, the parties must endeavour to settle the dispute by mediation to be conducted by a mediator independent of the parties, appointed by agreement of the parties within 28 days of a notice in subclause (1) being given or, failing agreement, by a person appointed by the chair of LEADR or her or his nominee.
- (3) The mediation rules of the Law Society of Western Australia are to apply to the mediation.
- (4) It is a condition precedent to the right of any party to arbitrate or litigate a dispute under the Deed that it first has complied with the mediation process in accordance with this clause.
- (5) Each party may be represented by a qualified legal practitioner or other representative in any mediation proceedings.
- (6) The parties must continue to comply with their obligations under the Deed despite any dispute being referred to mediation, unless agreed otherwise by the parties in writing.

15. NOTICES

- (1) Any notice, direction or other communication which must or may be given in connection with this Deed:
 - (a) must be in writing in order to be valid;
 - (b) is sufficient if executed by the party giving the notice or on its behalf by any director, secretary, duly authorised officer or solicitor of that party and, in addition, in the case of a Local Government, by an officer of the Local Government;
 - (c) in order to be valid must be given to a party as follows:
 - (i) delivered or sent by prepaid post to, or left at the address of, that party as set out in this Deed;
 - (ii) sent to the facsimile number of that party;
 - (iii) sent to the email address of that party; or
 - (iv) delivered or sent to another address or facsimile number as is notified in writing by that party to the other parties from time to time; and
 - (d) if given in accordance with subclause (1)(c), will be deemed to take effect:
 - (i) in the case of prepaid post, on the second business day after the date of posting;
 - (ii) in the case of email, on receipt of return email from the recipient acknowledging receipt of the email;
 - (iii) in the case of facsimile, on receipt of a transmission report from the sending machine confirming successful transmission; and
 - (iv) in the case of delivery by hand, on delivery.

16. MISCELLANEOUS

16.1 Amendment

This document may only be varied or replaced by a document duly executed by all of the parties to this Deed.

16.2 Rights Cumulative

Subject to any express provision in this document to the contrary, the rights of a party under this document are cumulative and are in addition to any other rights of that party.

16.3 Further Assurance

Each party shall promptly execute all documents and do all things that any other party from time to time reasonably requires of it to effect, perfect or complete under the provisions of this Deed and any transaction contemplated by it.

16.4 Governing Law and Jurisdiction

- (a) This document is governed by and is to be construed in accordance with the laws in force in Western Australia.
- (b) Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of Western Australia and any courts which have jurisdiction to hear appeals from any of those courts and waives any right to object to any proceedings being brought in those courts.

16.5 Joint and Several Liability

An obligation of two or more persons binds them jointly and severally.

16.6 Reference to a party

A reference to a party includes that party, its successors, authorised representatives, permitted assigns, receivers, administrators, executors, substitutes and liquidators.

EXECUTED by the parties

of TOWN OF COTTESLOE by authority)
of a resolution of the Council in the)
presence of;)

_____ Mayor

_____ Chief Executive Officer

of TOWN OF CLAREMONT by authority)
of a resolution of the Council in the)
presence of;)

_____ Mayor

_____ Chief Executive Officer

of TOWN OF MOSMAN PARK by authority)
of a resolution of the Council in the)
presence of;)

_____ Mayor

_____ Chief Executive Officer

of SHIRE OF PEPPERMINT GROVE by)
authority of a resolution of the Council in)
the presence of;)

_____ President

_____ Chief Executive Officer

of TAPSS Incorporated by authority of a)
resolution of the Board of Management in)
the presence of;)

_____ Chair

_____ Executive Director

ANNEXURE 1 – Performance Criteria

PURPOSE

TAPSS provides services to people who are frail, carers, people who are over 60 years of age and people with a disability, who live in the boundaries of Claremont, Cottesloe, Mosman Park and Peppermint Grove. These councils also provide funding for an active volunteer program.

VISION

Is to enhance the quality of life to seniors, people with disabilities, and their carers, whom have been assessed as having the need through the provision of quality services and activities.

MISSION STATEMENT

To identify opportunities, develop and implement initiatives and provide quality services to enable residents 60 years and over to live independently, and people with disabilities, to maintain their independence, and their active involvement in community activities.

PERFORMANCE CRITERIA

1. Customer Related Processes

Customer focus is an integral part of the operating charter for TAPSS. Client needs and expectations are identified and catered for in accordance with funding requirements. TAPSS makes use of many Client Communication techniques including surveys, monitoring, complaints and daily contact.

Indicator

Once a year (March) TAPSS will make arrangements for seeking feedback on the service by circulating a questionnaire to customers and their carers, agency staff and other related agencies in the region. TAPSS will produce an annual report from the questionnaire which measures and analyses the level of satisfaction of TAPSS customers.

2. Provide Appropriate Information

Provide appropriate information to customers on available community resources and aids and assist people to access resources.

Indicator

TAPSS Director and staff will facilitate a minimum of 4 customer information sessions per year. Information is shared and exchanged with the Combined Council's Committee.

3. Volunteers

TAPSS recognises the valuable contribution made by volunteers and actively encourages their participation because it:

- Enables volunteers to contribute to their community

- Provides the opportunity for work experience and the development of new skills
- Enhances the services available
- Encourages a wider community participation

TAPSS will recruit, train, support and coordinate local volunteers to assist in the delivery of TAPSS services.

Indicator

Number of people assisted by trained volunteers

Hours of assistance provided by volunteers

Volunteer training register is available upon request

Number of volunteers

4. Clients

Services are provided for mature residents (60 and over) and people with disabilities and their carers living within the area covered by the Deed with the Local Governments. TAPSS will assess, review and monitor the services provided to individual consumers. The level of service provided is determined on the basis of what service is necessary for the client to maintain a level of independence. The resources of TAPSS may not be sufficient to meet the needs of all requests for assistance. The following factors will be used to determine the relative need;

- The family support structure is at risk of breaking down
- The client lives alone
- The client has limited or non-existent social contacts
- The client is financially disadvantaged
- The carer may be stressed
- The carer may be unwell
- The carer may have extensive commitments including employment
- The difference the service will make to the person's circumstances
- The cost of providing the service

Services are available to all people within the target population without discrimination. An assessment will be carried out to ensure that the person for whom the service is requested fits the target group for the appropriate service.

Indicator

The total number of people requesting assistance and the outcome

The total number of hours of service to TAPSS clients

The extent of unmet need within the target population (measured through survey)

5. Staff

TAPSS ensures the recruitment of the best possible staff and ensure personnel are assigned on the basis of appropriate education, training and experience.

Indicator

Every position in the organisation has a Position Description
Staff training register is available on request
Staff turn-over

6. Transport

Aim to provide local transport needs of the target group for medical, domestic or social appointments.

Indicator

Total number of requests for individual clients
Total number of services for individual clients

7. Social Support

TAPSS aims to provide social support for the target population through activities and a range of services

Indicator

Total number of clients assisted
Total number of hours of service provided
Total number of individual functions/outings

8. Home Maintenance and Garden Maintenance

These services are provided by volunteers and coordinated through TAPSS. These services are for minor home maintenance and minor garden maintenance. *TAPSS does not have the resources to provide regular ongoing gardening services such as lawn mowing.*

Indicator

Total number of clients assisted
Total number of hours of service provided

9. Insurance

To ensure legal requirements are met with regard to all volunteers and staff being covered by effective and reliable insurance cover whilst carrying out duties for TAPSS.

Indicator

A register is kept up to date with current information, including certificates of currency, which can be obtained at any time.

10. Local Government Referrals

Provide a service for clients referred directly by member Local Governments.

Indicator

Record the number of clients referred directly by member Local Governments and outcome of that referral.

11. Financial Accountability

TAPSS provides assurance that funds have been expended in accordance with the Deed.

Indicator

Preparation of annual budget, and the adoption prior to 1 July each year
Production of an annual audited financial statement showing how the Local Governments' funds have been expended
Production of explanatory notes for any variations to the budget
Financial information being presented in a user friendly format (complying with accounting standards)

12. Accountable Service

TAPSS provides an effective, efficient and accountable service.

Indicator

The TAPSS Management Committee is made up of people with appropriate skills and a range of experience and expertise
Staff and volunteers have appropriate skills and support
Staff and committee are provided with and attend relevant training
Annual review to ensure that services are effective and efficient, and identify opportunities for improvement
The Centre operates in line with relevant Federal, State and Local Government laws and regulations

