

Home Assist Secure

Program Requirements

May 2018

1. Background

The State of Queensland represented by the Department of Housing and Public Works (“the Department”), and the Provider have entered into or propose to enter into a Service Agreement under which the Department may provide assistance to enable the Provider to provide funded services in accordance with the Housing Act 2003 (“the Act”).

2. Definitions

The following words have the following meanings unless the context otherwise requires:

2.1. “Allowable Expenditure”

- (a) Allowable Expenditure as defined in Annexure 5.

2.2. “Eligible Person”

- (a) for free information and assistance means people who are homeowners or live in rental housing and who are:

- (i) 60 years or over; or
(ii) of any age with a disability.

- (b) In addition to satisfying the above criteria, to receive Subsidised Assistance, Eligible Person means people:

- (i) who hold a current Pensioner Concession Card; and
(ii) who do not possess the appropriate skills to undertake the work or whose health or safety would at risk if they undertook the work themselves; and
(iii) who are unable to make use of alternative forms of assistance, such as Commonwealth Home Support Programme (CHSP) Queensland Community Care (QCC) or Veterans Affairs.

2.3. “CHSP/QCC clients” are not the primary target group for Home Assist Secure and should not receive subsidised assistance.

- (a) Clients who are eligible for CHSP/QCC should be referred to those services in the first instance.
(b) Subsidised assistance should also not be provided to CHSP/QCC eligible clients when the local CHSP/QCC service does not have the financial capacity to undertake the requested work.

Exemption:

A CHSP/QCC eligible person who also meets the Eligible Person criteria for Home Assist Secure and is deemed to require urgent work that is not available through CHSP/QCC to safeguard their health, safety or security, may receive subsidised assistance through Home Assist Secure. This must be assessed on a case-by-case basis every time assistance is requested.

- 2.4. “National Disability Insurance Scheme (NDIS)” and Home Assist Secure
- (a) Following transition to the NDIS, services provided through Home Assist Secure remain available to NDIS participants.
 - (b) Supports funded by other areas of government are not funded by the NDIS. Therefore, tenants with disability have the same right of access to mainstream services, including Home Assist Secure.
 - (c) Tenants who received disability support funding from Department of Communities, Child Safety and Disability Services (DCCSDS) prior to the transition to the NDIS were not precluded from accessing Home Assist Secure, therefore under the NDIS this remains the same.
 - (d) Low level ad-hoc maintenance requests such as changing a light bulb would not be approved in a NDIS participant’s plan and therefore not funded, so Home Assist Secure could assist.
- 2.5. “Service Agreement” means the Service Agreement entered into between the Department and a funded provider.

3. Interpretation

- 3.1 In this Program Requirement, unless the context otherwise requires:
- (a) all words and phrases have the same meaning as in the Service Agreement and the rules of interpretation of the Service Agreement apply to the interpretation of the Program Requirement; and
 - (b) This Program Requirement shall be read as if it were part of the Service Agreement.

4. Program Details and Purpose

- 4.1 Where funds come from: HAS is a State funded program.
- 4.2 Administration: HAS is administered by Housing Services, Department of Housing and Public Works.
- 4.3 Overview

Home Assist Secure is focussed primarily on providing safety related information, referral and subsidised assistance for Eligible Persons unable to undertake or pay for critical maintenance services without assistance.

Subsidised services are only provided to meet health and safety outcomes for the occupant of the dwelling.

- 4.4 Objective

The objective of Home Assist Secure is to provide low cost, targeted assistance which helps eligible older people and people with a disability remain in their home.

4.5 Outcomes

Home Assist Secure will meet its objective if the following outcomes are achieved:

- clients are better informed about critical home maintenance and home safety issues
- the health and safety of client's homes is improved (where the client has received subsidised maintenance and repairs)
- clients are referred to reputable tradespersons and other relevant community services, and provided with free information to assist them to address the home maintenance and repair issues in their home.

5. Policy Requirements

This clause is not a definitive list of policies required to be kept and implemented by the Provider. Each respective policy requirement detailed below must be read in conjunction with the Service Agreement and the Housing Regulation 2003. The Provider must make provision for the following requirements in its respective policy and implement such policy to the satisfaction of the Department.

5.1 Eligibility Policy

The Policy must:

- (a) ensure that only Eligible Persons receive services from the Provider;
- (b) state the criteria for eligibility and the process for assessing the eligibility of each Enquirer; and
- (c) ensure that the criterion for assessing eligibility is readily available to the Enquirer.

5.2 Allocation Policy

The Policy must state the criteria and procedures for prioritising the needs of Eligible Persons and allocating HAS assistance to clients. The policy must consider the needs of clients and other eligible persons and the impact of an allocation to a client on other clients or eligible persons. The Policy must be implemented consistently and fairly. In particular, the policy must:

- (a) ensure that decisions concerning allocation of services are based on the Eligible Persons' level of need, based primarily on safety, health and security;
- (b) describe the process for prioritising Eligible Persons and the process for offers of assistance including who is responsible to make the offer and how;
- (c) ensure that the provider creates a wait list to record eligible works which have been assessed as necessary but, due to operational constraints, can not be undertaken immediately.
- (d) ensure that allocation decisions are made in an efficient and timely manner.
- (e) clearly state who has the delegated authority in relation to allocation decisions; and
- (f) clearly state under what circumstances the provider will not undertake work for an eligible client or place that client on the wait list.

5.3 Purchasing and Works Policies

The Provider must develop, document and implement a policy and/or process by which purchases will be made and works will be undertaken.

The Policy must:

- (a) ensure that purchases and works undertaken represent the best value for money, that is, the best return and performance for the money being spent;
- (b) ensure that the selection of tradespersons is fair, equitable and free from any conflict of interest;
- (c) ensure that, where required by law, a qualified licensed tradesperson with adequate insurance cover is engaged to carry out the work;
- (d) ensure that where a tradesperson is engaged for an extended period of time that periodic checks are made to make sure that the tradesperson is licensed to carry out the works and holds adequate insurance cover; and
- (e) ensure that works are completed in a timely manner.

6. Provider use of funds and supply of services

- 6.1 Having regard to the Allocation Policy and available resources, the Provider must use the Funding to supply Information and Referrals, in-home assessments and subsidised Assistance to Eligible Persons. All services supplied must achieve the outcomes detailed in clause 4.5.
- 6.2 The Provider must use the funds received from the Department to deliver the following services to Eligible Persons under the HAS Program:
- Information and referral**
Free minor home modification, maintenance and repair information is provided to eligible persons, including referral to reputable tradespersons and other relevant community services.
- Home maintenance**
Subsidised minor home modification and critical maintenance and repair services are provided to eligible low income households
- 6.3 The Provider must utilise the Funding in accordance with the Service Agreement and only for Allowable Expenditure.
- 6.4 Funding may also be spent to engage interpreting services. Where required, interpreting service must be sourced for clients. The cost of interpreting services must not be passed on to clients.
- 6.5 Funding must not be used without the department's consent for non-service delivery related travel or to attend network meetings outside the service provider's normal network area.
- 6.6 Information and Referrals

The Provider must, as a minimum, provide free information and referrals about home maintenance, repairs and modifications, falls prevention and home security to Eligible Persons. Where appropriate, the Provider must ensure that eligible persons are provided with relevant brochures and information pamphlets including:

- (a) the free booklet "The Home Checklist Book" which gives practical information about common home repairs, maintenance problems and solutions, home safety, legal and consumer protection issues, and sources of further specialised information;
- (b) the free booklet "Security Hints for You and Your Home" and other brochures which gives practical information about common security problems and solutions, and sources of further specialised information;

- (c) information from staff, and assistance if necessary with information on employing tradespersons, contracting experts, planning future work
- (d) a Home Assist Secure general information brochure.

6.7 In-home assessments

- (a) Assessments at an Eligible Person's home must only be undertaken for people who meet the eligibility criteria for subsidised assistance (refer to Clause 2.2(b)).
- (b) Subsidised Assistance must not be provided without a First Interview with the Eligible Person in their home (refer to Clause 7). The First Interview may be undertaken over the phone where the Enquirer is in need of urgent assistance or where the Enquirer resides at a distance further than 100 kilometres from the office of the Provider;
- (c) Eligible Persons should be offered a standard general inspection and a Security Assessment (refer to Clause 8);
- (d) If major home repairs and/or maintenance are identified by the Provider or requested by an Eligible Person, a standard general inspection must be recommended to the Eligible Person by the Provider.

6.8 Subsidised Assistance

Subsidised Assistance can be undertaken for maintenance, repairs, security-related work and minor modifications to achieve the objectives of the program. Types of Subsidised Assistance that a Provider may supply are detailed in Annexure 1.

(a) The following provisions apply to Subsidised Assistance. The Provider must:

- (i) not undertake work where the total cost (labour/wages and materials) for any one job or service, of any type, exceeds \$1,500 (excluding GST);
- (ii) must provide labour subsidies in line with the following guidelines:

Labour costs \$200 or less

- where labour costs \$200 or less, Home Assist Secure must fund this cost in full. Eligible persons are only required to pay the cost of materials.

Labour costs greater than \$200

- where labour costs are greater than \$200, Home Assist Secure must fund \$200 and the eligible person will be required to pay the outstanding amount.
- (iii) not, without prior written consent of the Department, provide an Eligible Person or Eligible Person's household with more than \$500 (excluding GST) of labour subsidy per financial year for services received;
Travel costs should not be billed against a client's \$500 annual limit. Tradespeople charging for travel time should be asked to itemise travel in their invoice to assist this process. Providers must use local staff or contractors wherever possible to minimise travel costs;
- (iv) Only provide subsidised assistance for work that is necessary, for health, safety and security reasons, for the eligible person to remain living in their home. Non-essential work (beautification) cannot be subsidised through Home Assist Secure;
- (v) not without consent of the Department undertake work including maintenance or repairs, which are considered to be the responsibility of the landlord (lessor) under Residential Tenancies legislation or other tenancy agreements;

- (vi) sight written approval from the owner/lessor prior to attaching fixtures or making any structural changes to a rented premise; and
 - (vii) must not undertake any work in public or community housing which is the responsibility of the Department of Housing and Public Works.
- (b) If an Eligible Person has received the maximum subsidy of \$500 (excluding GST) and wishes to pay the full costs (travel, labour and materials) for work requested, the Provider may provide assistance having regard for the demand for assistance from other Eligible Persons. The Provider must not charge an Eligible Person for information and/or assistance.
- (c) Service providers must not charge service fees or ask clients to make co-contribution payments.
- (d) Where an Eligible Person is unable to immediately pay for services provided the Provider may choose to develop a “flexible repayment” policy. If the Provider chooses to develop such a policy, then the Provider is wholly and solely responsible for the management of that process and recouping all funds outstanding. The Provider is not permitted to incur loss of money or to write off any debts.
- (e) At the end of the financial year outstanding debts should be \$Nil and if not, must be recovered and paid back to program funds within 6 weeks of the end of the financial year. If debts are not recovered, the Provider must repay the outstanding amounts to the Department by advancing a cheque from monies other than the program funds into the Bank account which the Provider has nominated to the Department.
- (f) Lawn Mowing:
- Lawn mowing services may be offered as part of Home Assist Secure service delivery.
 - Lawn mowing subsidies should be allocated in the same manner as all other subsidised work and will contribute towards Clients’ annual subsidy limits.
 - Lawn mowing services must not exceed 50% of a client’s annual subsidy limit as funds need to be available for other HAS services.

In providing a subsidised lawn mowing service, the Provider:

- must ensure that allocations of lawn mowing are based on the Eligible Persons’ safety and security needs;
- must not issue a voucher;
- must charge a fair commercial/market amount comparative to local prices when providing lawn mowing services using HAS staff; and
- must ensure that lawn mowing allocations do not exceed 10% of the service provider’s total annual funding.

7. First Interviews

7.1 First Interviews must only be conducted by trained staff. The aim of a “First Interview” is to:

- (a) determine exactly what the Enquirer needs;
- (b) advise the Enquirer of the services which may be available to them;
- (c) advise the Enquirer how subsidised assistance is assessed;
- (d) advise and briefly explain the allocation and prioritisation policy;
- (e) advise how any eligible works are delivered;

- (f) advise how to contact the service at any time; and
- (g) raise the Enquirers awareness of falls prevention.

8. Inspection and Security Assessment

- 8.1 If it is confirmed that the Enquirer is an Eligible Person and all of the information in clause 7 has been clearly explained and understood by the Eligible Person, the staff member is to offer a check of the house to identify areas of potential service need. The Eligible Person must also be offered a security assessment in a friendly and non-threatening manner, which outlines the benefit of such service. Staff must complete appropriate documentation as a record of services provided.
- 8.2 Once the house check and/or security assessment and corresponding forms are completed, staff must discuss the results with the Eligible Person. This includes advising the Eligible Person of the order of priority for each job and how the work has been prioritised. The Eligible Person must also be advised which work can be subsidised by the service and whether the work will be completed by staff or an external contractor/ tradesperson. If the Eligible Person resides in rental accommodation the Eligible Person must be advised that the landlord must approve work involving the attachment of fixtures or structural changes, prior to any work commencing;
- 8.3 If the Eligible Person agrees to have the recommended work carried out, the staff member must negotiate a suitable time for this to occur.
- 8.4 When providing information to Eligible Persons regarding the employment of any tradespersons, service staff must provide, where possible, at least two suggested names or companies who may be able to assist. Service staff must not recommend and/or favour any one individual or company.

Note – The Provider must ensure full compliance with the Security Providers Act 1993 when undertaking any security related works.

9. Security Hardware Subsidy

- 9.1 A one-off subsidy of \$80 (excluding GST) for the cost of materials for security-related work is available to Eligible Persons. The subsidy is for the cost of materials and is only applicable to work organised by the Provider.
- 9.2 The \$80 (excluding GST) Security Hardware Subsidy is in addition to the \$500 (excluding GST) subsidised assistance per household per year.
- 9.3 The Provider is not required to obtain approval from the Department if the \$500 (excluding GST) limit is only exceeded by the \$80 (excluding GST) Security Hardware Subsidy.

10. Work Protocol

All work performed in an Eligible Person's home must be carried out in a professional, efficient and tradesperson like manner. In particular, care should be taken to respect the Eligible Persons' possessions and privacy.

11. Minor Modifications

The Provider has a “duty of care” regarding the services supplied. The Provider must engage an appropriately trained and qualified Occupational Therapist to provide advice and professional assistance prior to carrying out minor modifications. Where suitable, and only in cases where there will be no cost to the client, the service may refer the client to an alternative service offering Occupational Therapy services. When this occurs the service should assist the client to make an appointment and communicate clearly the steps required to finalise the modification. If an Occupational Therapist is not reasonably available then service staff must endeavour to seek the advice of a suitably qualified health professional.

12. Insurance

The minimum amount of public liability insurance to be held by the Provider is \$10 000 000 (ten million dollars).

13. Risk Management

The Provider is required to develop a risk management plan to identify and manage risks which may have a significant or adverse impact on clients, service delivery, the Department of Housing and Public Works, the organisation or its staff. Identified risks must include those associated with conflicts of interest, fraud and financial risks.

14. Reporting

The Provider must submit quarterly Performance Reports detailed in Annexure 2. These reports must be submitted electronically to the department in Excel within 14 days of the end of each quarter as specified in the Service Agreement. The reporting template must not be altered. For additional output reporting guidance see Annexure 4.

Performance Reporting must comply with the Counting Rules provided by the department. Each Performance Report must be submitted with the certification detailed in Annexure 3 or it will not be accepted by the department.

Annual Financial Reporting requirements and Performance Reporting requirements are outlined in the Funding Schedule Item 7.2

ANNEXURE 1

SUBSIDISED WORK

The following types of assistance may be subsidised by Home Assist Secure.

However, assistance for the following types of work will not be offered to all clients. Clauses 5 and 6 of the Home Assist Secure Program Requirements apply to all subsidised assistance.

<p>Handyperson Work Small jobs repairs and maintenance which only require a handyperson.</p>
<p>Qualified Trades Work Jobs, repairs and maintenance which are performed by a suitably qualified Queensland Building and Construction Commission licence holder or licensed tradesperson (eg. Electrician) for trade work which cannot be legally performed by a handyperson.</p>
<p>Lawns Lawn mowing, including whipper snipping.</p>
<p>Yard and Outside Maintenance Clearing/cutting back branches over paths and other maintenance reduction strategies, removing junk, cleaning gutters.</p>
<p>Minor Modifications Minor modifications provide structural changes to a client's home so that they can continue to live and move safely about the house. Modifications can include:</p> <ul style="list-style-type: none"> – grab and shower rails – appropriate tap sets – hand rails – ramps and other mobility aids – installation of emergency alarms and other safety aids – other minor renovations. <p>Refer to clause 11 – Minor Modifications regarding the use of Occupational Therapists.</p>
<p>Smoke Alarms Smoke alarm related jobs eg. installing, changing battery, cleaning vents. Testing is not a job.</p>
<p>Standard General Inspections Full written housing inspections. Eligible Person pays for the cost over \$300 inclusive of GST.</p>
<p>Security Work Work that in all circumstances can only be considered for security purposes eg. ensuring doors and windows lock appropriately, installing a key safe, repairing or installing an exterior sensor light. This also includes assistance with the installation of security equipment.</p>

ANNEXURE 2

Home Assist Secure Quarterly Performance Report	
Legal Entity:	
Service Name:	
Reporting Period:	

	Number of homes provided with subsidised services <small>(note - one service could include multiple jobs to address the client's need)</small>	Number of Clients who received information and referral services	Number of households assisted during the reporting period for the first time this financial year <small>(note - a household must only be counted <u>once per</u> financial year)</small>	Output Hours Delivered HAS Staff	Output Hours delivered Contractor	Total Hours
Information and referral Free home modification, maintenance and repair information is provided to eligible persons, including referral to reputable tradespersons and other relevant community services	N/A		N/A		N/A	0
Home Maintenance Subsidised minor home modification, and critical maintenance and repair services are provided to eligible low income households		N/A				0
TOTAL:	0	0	0	0	0	0

IMPACTS ON SERVICE DELIVERY	
Have any significant achievements or new factors impacted on service delivery during the reporting period? <i>If Yes, describe briefly below (dot points only):</i>	
*	
*	
*	
*	

ANNEXURE 3

I certify that

- Funds have been used as set out in the Service Agreement and that all terms and conditions of Funding have been complied with
- Adequate internal control procedures exist in the recording of financial information and authorising payments and back reconciliations
- This **financial report and/or Quarterly Performance Report** (delete if not applicable) is correct and identifies all activities **and/or** financial transactions to date in respect of the Funding

Certified by two management committee members or company directors, as applicable:

_____	_____	
Name	Signature	
_____	_____	_____
Position	Contact Phone Number	Date
_____	_____	
Name	Signature	
_____	_____	_____
Position	Contact Phone Number	Date

ANNEXURE 4

Outputs

The Department’s output based funding model defines service delivery as the time being spent with or on behalf of Clients, service users or the community. Service delivery may include any time spent with a Client or service user, or any other task performed which directly contributes to achieving Client outcomes. This includes time spent by either HAS employees, contractors or other representatives.

The output funding model allows up to 32 hours service delivery hours per week for each of the Providers’ full time employees, with the remaining six hours per week allocated for indirect or ancillary tasks. Providers must provide a minimum number of core service delivery hours as specified in Part C of the Service Agreement.

The Provider’s regular core service operating hours should be commensurate with Client demand, and advertised within the local community. During the advertised hours for service delivery, the Provider must ensure that a suitably skilled worker is in the Provider’s office unless the delivery of services or an emergency requires that the worker be absent.

Examples of funded service delivery and ancillary tasks are provided below:

Count this time as part of output hours		Not counted in output hours
<p>Time spent with Clients or community members, in person or on the phone providing:</p> <ul style="list-style-type: none"> • Information and referrals • Assessments or interviews with Clients • Maintenance and services delivered to clients 	<p>Time which can be attributed to a Client or spent on behalf of a Client:</p> <ul style="list-style-type: none"> ▪ Time spent with Clients on telephone or face to face (output specific) ▪ Client eligibility or home assessment ▪ Recording data during assessment ▪ Making or arranging a referral ▪ Maintenance, repairs, security related works or minor modifications of the clients’ home ▪ Engaging a contractor to undertake maintenance, repairs, security related works or minor modifications to the client’s home ▪ Preparing file notes ▪ Travel of 30 minutes or more to attend a client’s home 	<p>Indirect time:</p> <ul style="list-style-type: none"> ▪ Team meetings ▪ Travel not related to service delivery ▪ Training ▪ Networking meetings ▪ Professional supervision ▪ Compiling or entering data for reporting purposes ▪ Collating data ▪ Administrative tasks ▪ Supervising staff
<p>All included in establishing cost</p>		

ANNEXURE 5

Allowable Expenditure

Standard Chart of Accounts Reference	Account Name	Allowable Expense within Account Category
		<u>ORGANISATION ADMINISTRATION EXPENSES</u>
6-0010	Accounting Fees	<ul style="list-style-type: none"> Accounting fees
6-0040	Assets Purchased <\$5,000	<ul style="list-style-type: none"> All assets (including computer expense relating to the purchase of hardware and equipment) that have an individual value of less than \$5,000 each. Any asset above \$5,000 is to be capitalised and shown as an asset in the Balance Sheet. Some items that are expensed may still need to be recorded in the Fixed Asset Register.
6-0050	Audit Fees	<ul style="list-style-type: none"> Audit fees
6-0060	Auspice Fees	<ul style="list-style-type: none"> Auspice Fees. This account represents fees paid by an organisation to another organisation for providing auspicing support. The auspicing organisation signs agreements, carries financial risk and legal responsibility for activities of the auspiced organisation.
6-0070	Bank Charges	<ul style="list-style-type: none"> Bank charges
6-0100	Cleaning and Pest Control	<ul style="list-style-type: none"> Pest control, cleaning and cleaning products
6-0220	Computer Expenses	<ul style="list-style-type: none"> Computer expenses relating to software, development and maintenance
6-0320	Equipment Hire/Lease	<ul style="list-style-type: none"> Hiring or operating leasing of office equipment
6-0395	Health and Safety	<ul style="list-style-type: none"> First aid costs, workplace audit, Workplace Health and Safety audit, legislation claims and Occupation Health & Safety compliance costs
6-0400	Insurance - General	<ul style="list-style-type: none"> Insurance required to cover risk and liabilities under the funding agreement for the operation of the organisation including accident, building and contents insurance (as appropriate)
6-0410	Insurance - Public Liability	<ul style="list-style-type: none"> Public liability insurance
6-0420	Insurance - Professional Indemnity	<ul style="list-style-type: none"> Professional indemnity insurance paid on behalf of the management committee and senior staff. This may include Directors and Officers Insurance.
6-0440	Insurance - Volunteers	<ul style="list-style-type: none"> Insurance to cover volunteers working on behalf of the non profit organisation for program outcomes
6-0450	Legal Fees	<ul style="list-style-type: none"> Reasonable legal expenses and outlays relating to the organisation such as registration fees, office leases etc.

Standard Chart of Accounts Reference	Account Name	Allowable Expense within Account Category
6-0470	Management Fees	<ul style="list-style-type: none"> Management fees – Corporate or operational fees and apportionment of common/overhead costs. It is expected that such fees will be applied equitably and in consideration to other programs and activities that are undertaken by the organisation.
6-0480	Meeting Expense	<ul style="list-style-type: none"> Meeting expenses including catering, room hire, equipment hire, resource costs, car parking or travel to and from meeting
6-0500 - 6-0506	Motor Vehicle Expenses	<ul style="list-style-type: none"> Motor vehicle expenses including leasing, fuel, vehicle repairs and maintenance, internal hire charges and motor vehicle insurance but not including costs acquisition or depreciation of motor vehicles
6-0510	Postage, Freight and Courier	<ul style="list-style-type: none"> Office costs including cleaning products, tools and equipment, office repairs and leasing of office equipment such as photocopiers and internal hire charges
6-0520	Printing and Stationery	<ul style="list-style-type: none"> Administrative costs associated with printing and stationery such as photocopying and purchase of paper
6-0540	Publications and Information Resources	<ul style="list-style-type: none"> This includes books and other publications purchased by the organisation for program related purposes
6-0570	Rent	<ul style="list-style-type: none"> Office rent (where appropriate)
6-0590	Repairs and Maintenance	<ul style="list-style-type: none"> Repair and maintenance of plant and equipment, buildings, and office furniture
6-0600 - 6-0649	Salaries and Wages	<ul style="list-style-type: none"> Wages and salaries for funded service staff – including on costs (superannuation, all leave entitlements and workers compensation) and recruitment expenses
6-0680	Telephone, Fax and Internet Charges	<ul style="list-style-type: none"> Communication expenses such as telephone, fax, internet
6-0700	Training and Development	<ul style="list-style-type: none"> Reasonable training expenses for staff and directors associated with program related activities. Excludes non-service delivery related travel or attendance at Home Assist Secure network meetings outside the service provider's normal network area. Refer to Clause 6.5 of the Program Requirements.
6-0710	Travel and Accommodation	<ul style="list-style-type: none"> Reasonable travel and accommodation expenses for staff and directors associated with program related activities. Excludes non-service delivery related travel or attendance at Home Assist Secure network meetings outside the service provider's normal network area. Refer to Clause 6.5 of the Program Requirements.
6-0720	Utilities	<ul style="list-style-type: none"> Utilities paid (eg. electricity, gas and excess water rates) and includes outgoings allocated to utilities
		<u>SERVICE IMPROVEMENT STRATEGIES</u>

Standard Chart of Accounts Reference	Account Name	Allowable Expense within Account Category
	Assigned as appropriate to administration expense accounts	<ul style="list-style-type: none"> Expenses related to undertaking service review activities and requirements
		<ul style="list-style-type: none"> Consultation activities with department, clients and community members
		<ul style="list-style-type: none"> Preparation of business plans and strategic plans
6-0110 - 6-0200	Client Support Services	<ul style="list-style-type: none"> Client surveys