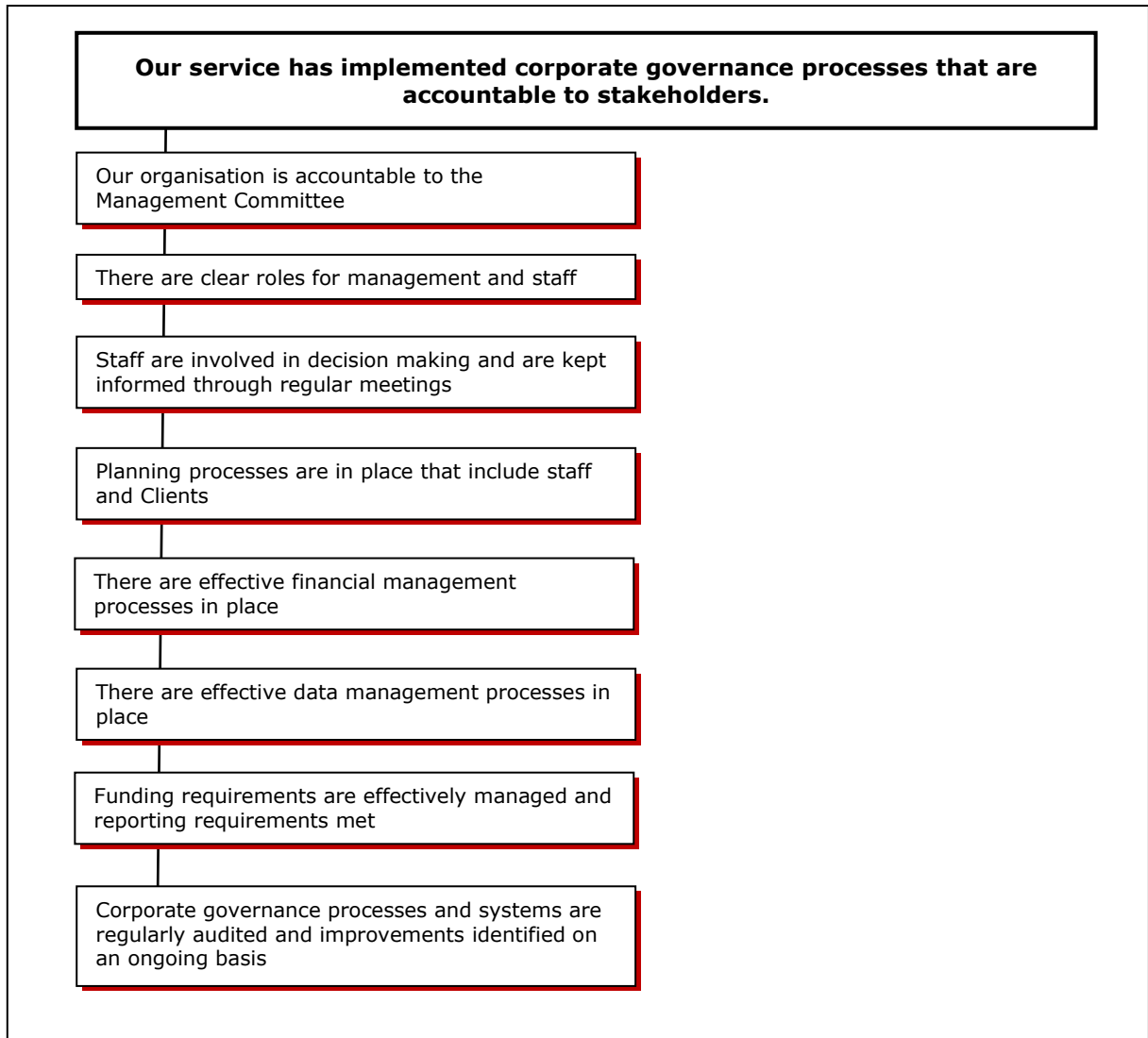


CORPORATE GOVERNANCE



FORMS AND RECORDS REFERRED TO IN THIS SECTION

Annual Report
<i>Associations Incorporation Act 2009 (NSW)</i>
Constitution
Certificate of Incorporation, Register of Members, Application for Membership
Agendas and minutes of meetings
Financial management records and forms
Improvement Plan
Organisation Calendar

1.1 About Us

Our meals service is a Not For Profit incorporated organisation that provides home delivered meals under the Home and Community Care (CHSP) program to frail, older people with disabilities and their carers.

1.1.1 OUR VISION

Our vision is to be a quality provider of meals services to maintain frail, older people with disabilities in their own homes.

1.1.2 OUR PHILOSOPHY

Our organisation believes in:

- The right of people to make choices and maintain their independence
- The right of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis.

1.1.3 OUR OBJECTIVES

Our objectives are:

- To support people who are frail, older people with a disability to remain in their own home.
- Operate the organisation in an effective, efficient and accountable manner.

1.1.4 TARGET GROUP

Residents of both Campbelltown Local Government area and Appin

- Frail, older people (aged 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people) and those who need assistance with daily living to remain living independently at home and in the community
- Frail, older Commonwealth Home Support clients aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) will be the direct service recipients of planned respite services, which will allow regular carers to take a break from their usual caring duties
- People aged 50 years and over on a low income who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation
- Grant recipients funded under the Commonwealth Home Support Program and their service delivery client base.
-

1.1.5 OUR STAFF

The following staffs are employed in our organisation:

- Operations Coordinator
- Client Service Assistant
- Administration Officer
- Bookkeeper

In addition, we employ a team of volunteers to assist in the delivery of meals, Library, and Shopping Services.

1.2 Incorporation Requirements

Our organisation meets the requirements of the *Associations Incorporation Act 2009 (NSW)* through the processes below and through the processes described in 1.5 Financial Management and 8.12.3 Public Liability Insurance.

1.2.1 THE CONSTITUTION

The constitution underpins all of our operations and services and specifies the legal framework in which we operate.

Familiarity with Constitution

Management Committee members and the Operations Coordinator are familiar with the details of the constitution, and make sure that all of our organisation's policies and practices are consistent with the constitution. In particular, the Committee makes sure that the legal requirements specified in the constitution and the *NSW Associations Incorporation Act 2009* requirements are met. Full details on meeting the abovementioned can be sourced from <http://www.fairtrading.nsw.gov.au>

Changing the constitution

The *Associations Incorporation Act 2009 (NSW)* requires that any alteration to the constitution is by special resolution. A special resolution is a resolution passed at a general meeting by a majority of not less than three quarters of the members who are entitled to vote and vote in person (see 1.2.3 General Meetings).

Fourteen (14) days' notice of the meeting and of the resolution is given to all members of our organisation.

The approved form (A6 available from NSW Fair Trading) is forwarded to NSW Fair Trading along with details of the proposed change, a copy of the special resolution as passed and the prescribed fee.

We also advise the Commissioner of Taxation and funding providers of the changes within 30 days of the changes being made.

1.2.2 MEMBERSHIP

Classes of membership include:

- Ordinary members: any person other than a life member who is approved for membership
- Life members: are appointed on recommendation of the Management Committee at an Annual General Meeting. Life membership can be awarded to members who have given long and outstanding service to our organisation. There cannot be more than ten (10) life members at any one time. Life members do not pay a membership fee.

Applications for membership

Any person or organisation wishing to become a member completes an Application for Membership form. These are available from our office.

Any person not approved by the Management Committee are advised of the reason why within 30 days of the meeting at which the decision was made. There is no appeal against the rejection of an application for membership.

Membership fees

A member of the association must, on admission to membership, pay to the association a fee of \$1 or, if some other amount is determined by the committee, that other amount.

- (2) In addition to any amount payable by the member under subclause (1), a member of the association must pay to the association an annual membership fee of \$2 or, if some other amount is determined by the committee, that other amount:

Register of Members and Register of Management Committee Members

The Secretary of our organisation maintains a Register of Members and a Register of Management Committee Members that includes:

- The name and address of the member
- The date of joining
- Position on Management Committee (for Committee members)

The Operations Coordinator is responsible for ensuring that the Registers are maintained up to date.

1.2.3 GENERAL MEETINGS

Annual General Meeting

See Table 1.1: Management Meetings.

General Meetings

See Table 1.1: Management Meetings.

1.2.4 MANAGEMENT COMMITTEE

Our organisation is managed by a Management Committee of four people comprising of a:

- President
- Vice President
- Treasurer/Public Officer
- Secretary
- General Members

Role of the Management Committee

The management committee is responsible for managing the affairs of our organisation according to the Act, Regulation, rules and any other relevant laws.

The Management Committee is responsible for making sure the organisation operates within its approved budget and in line with the policies and procedures set down by the Committee.

Working with the Operations Coordinator

The Management Committee meets its responsibilities by working in partnership with the Operations Coordinator who is responsible for carrying out the directions and decisions of the Committee and for providing the Committee with the information necessary for it to effectively monitor the operations of the service.

The Operations Coordinator makes sure the day to day operations of the service are in line with the policies and procedures set down by the Management Committee.

Issues that are not covered by established policies and procedures are referred to the Management Committee for consideration and direction.

Involvement in day to day management

The Management Committee is not involved in the day to day management of our service and Committee members cannot direct the staff or volunteers of the service unless authorised by a meeting of the Management Committee to do so. The Committee may nominate a member to liaise with the Operations Coordinator on an ongoing basis.

1.2.5 COMMITTEE MEMBER RESPONSIBILITIES

The responsibilities for each position are clearly communicated to members prior to the election of Committee members to ensure prospective Committee members understand their responsibilities. By accepting a position on the Committee, members agree to carry out the responsibilities of their position as follows:

General responsibilities

All Committee members agree to accept responsibility for:

- Meeting the requirements specified in the Constitution, the *Associations Incorporation Act 2009* (NSW)
- Meeting the requirements of the Aged Care Funding Agreement and operating in line with the Commonwealth CHSP Program Manual
- The delivery of quality and effective services
- Making sure that staff are effectively managed, supervised and supported
- Making sure that membership support is maintained
- Making sure that policies and procedures defined and agreed to by the Committee are followed.

Attendance at meetings

Committee members agree to attend all scheduled and extraordinary Management Committee meetings. If unable to attend a meeting, members agree to give the maximum notice possible. Notice should be given to the President or Operations Coordinator to ensure that a quorum of six members for the meeting is met.

Responsibilities of the President

The responsibilities of the President include:

- Make sure regular Management Committee meetings are held
- Encourage members of the Committee to attend meetings
- Chair the meeting, keeping discussion relevant, decision making clear and encouraging broad participation
- Sign letters or documents on behalf of the organisation as required
- Make sure meetings are run in accordance with the Constitution
- Act as a spokesperson for the organisation.

Responsibilities of the Treasurer/Public Officer

The responsibilities of the Treasurer include ensuring:

- Books of account are properly maintained and kept safe
- Monthly financial reports are prepared and present these at monthly Committee meetings
- Financial/accountability requirements of funding bodies are met
- Committee members understand the financial position of the organisation
- Funds are not being mismanaged

- An annual audit of the books of account is conducted and the audited financial statements presented to the Committee and to the Annual General Meeting.

Responsibilities of the Secretary

The responsibilities of the Secretary include ensuring:

- Advising NSW Fair Trading of their appointment within one month
- Notifying NSW Fair Trading within one month of taking out public liability insurance
- Notifying NSW Fair Trading of any changes to the office bearers of the management committee within one month of the change occurring
- Making sure minutes of all meetings are taken and are properly filed and distributed
- Making sure a register of members and Committee members is kept and is available to members to inspect
- Making sure nominations for the Management Committee are properly received
- Calling and convening general meetings and Making sure appropriate notice is given to members

- Making sure correspondence is properly processed
- Any reporting under the *Associations Incorporation Act 2009* (NSW) is completed.

Responsibilities of other Management Committee members

The responsibilities of the other Committee member include:

- Assisting the President, Secretary or Treasurer to undertake their duties
- Acting as a spokesperson when requested by the Committee
- Managing and supporting staff when requested by the Committee
- Being a member of and/or chairing sub-committees as required
- Sign letters or documents on behalf of the organisation as required
- Assist with any other tasks that may arise.

1.2.6 CODE OF CONDUCT FOR MANAGEMENT COMMITTEE MEMBERS

Management Committees operate most effectively if all members are aware of the expectations on them. To clarify expectations, the following Code of Conduct for Management Committee members has been developed.

Committee members agree to:

- Abide by the philosophy of our organisation
- Observe all the rules of our organisation including those specified in the constitution, the *Associations Incorporation Act 2009* (NSW) and any others set by the Management Committee or the membership
- Follow any policies and procedures set down in our organisation's Policies and Procedures Manual
- Attend bi-monthly Committee meetings whenever possible, and, if unable to attend, to send apologies
- Not act on City of Campbelltown Meals on Wheels and Housebound Resource Service Inc. matters without the consent of the Committee, including not interfering in the day-to-day operations of the organisation
- Adhere to all the accounting procedures of our organisation
- Represent our organisation in a positive way
- Not discuss confidential issues with people outside of our organisation or with staff or members without the consent of the Committee
- Follow any grievance procedures set down by the Management Committee to try to resolve any conflicts with staff or members
- Not abuse, physically or verbally, staff or members.

Conflict of interest

Members and staff of our service act in the best interests of the organisation. If business or personal interests or affiliations of members conflict with (or may be perceived to conflict with) the interests of the organisation the following procedures apply:

- If a member of the Committee has any direct or indirect pecuniary interest in any contract being considered by the Management Committee as soon as they become aware of their interest, disclose it to the Committee. This excludes an interest resulting entirely from a Committee member also being an employee or member of our organisation
- An interest disclosed by a Committee member is recorded in the minutes of the Committee meeting at which it was disclosed

- A Committee member with any direct or indirect pecuniary interest in any contract being considered by the Committee shall not take part in any deliberations or decision of the Committee with respect to that contract

Failure to abide by the Code of Conduct may result in the expulsion of a Committee Member from the Committee.

1.2.7 MANAGEMENT COMMITTEE MEETINGS

See Table 1.1: Management Meetings.

1.2.8 ORIENTATION FOR MANAGEMENT COMMITTEE MEMBERS

If new members are elected at the AGM the first meeting following the AGM includes a short orientation session for new members. This covers information in this section of the Policies and Procedures Manual including:

- The vision, objectives and philosophy of our organisation
- Committee and Committee member roles and responsibilities
- Information on funding
- Information on community care and the services delivered
- Information on staff
- Information about Committee meetings
- The Code of Conduct for Committee members.

New Committee members are given a copy of the above information and the constitution.

The Operations Coordinator is responsible for preparing this information for new Committee members.

1.2.9 MANAGEMENT REPORTING PROCESS

The following management reporting process applies:

- All staff report to the Operations Coordinator
- The Operations Coordinator reports to Management Committee.

1.3 Meetings

The meetings for City of Campbelltown Meals on Wheels and Housebound Resource Service Inc. are detailed in Table 1.1: Management Meetings. Attendance is required for all meetings unless an acceptable reason is provided and approved by the chair of the meeting.

Minutes are taken of all meetings and the minutes of general meetings are available to all members on request.

1.4 Operations Coordinator Reports

Operations Coordinator reports are detailed in Table 1.2: Operations Coordinator Reports.

Table 1.1: Management Meetings

Meeting	Frequency and Duration	Agenda	Attendance	Chair	Agenda Preparation	Minutes
Annual General Meeting	Annually In October Quorum: 6 members 28 days' notice is provided to all members	<ol style="list-style-type: none"> 1. Confirm that a quorum is present 2. Confirm the minutes of the previous AGM and of any Special General Meetings held subsequently. 3. The receipt of the President's report for the previous financial year. 4. The receipt of the Treasurer's report and the audited financial statements for the previous financial year, together with the financial budget for the current financial year. 5. The receipt of the Operations Coordinator's report for the year. 6. Report on public liability insurance 7. The election of Management Committee members. 8. The appointment of an auditor for the current financial year. 9. Any other business placed on the agenda prior to the commencement of the meeting 10. The date and time for the next meeting 11. Close meeting 	<ul style="list-style-type: none"> • Members of our organisation including Committee members • Operations Coordinator as an observer • Other staff as observers if they wish 	President	President and Secretary	Secretary or delegated staff
General Meetings	Bi-Monthly Quorum: 6 members 14 days' notice is provided to all members. For information provision to members or to deal with special issues. Can be called: <ul style="list-style-type: none"> • By the Management Committee • The committee may, whenever it thinks fit, convene a special general meeting of the association. 	<ol style="list-style-type: none"> 1. Confirm that a quorum is present. 2. Confirm the minutes of the previous meetings. 3. The receipt of the Operations Coordinator's report. 4. Any other business placed on the agenda prior to the commencement of the meeting. 5. Next meeting and close. 	<ul style="list-style-type: none"> • Members of our organisation including Committee members • Operations Coordinator as an observer 	President	President and Secretary	Secretary or delegated staff

Meeting	Frequency and Duration	Agenda	Attendance	Chair	Agenda Preparation	Minutes
	<ul style="list-style-type: none"> The committee must, on the requisition in writing of at least 5 per cent of the total number of members, convene a special general meeting of the association. Notice of an intention to appeal against a rejection or termination of association membership 					
Management Committee Meetings	<p>As Required</p> <p>Quorum: 6 Committee members, one of whom is either the President, Secretary or Treasurer</p>	<ol style="list-style-type: none"> Open meeting Apologies Review of agenda Acceptance of minutes from previous meeting Business arising from previous minutes Correspondence Reports: <ul style="list-style-type: none"> Operations Coordinator's report including outputs, continuous improvement and risk management Treasurer's report Sub-committee reports. General business Next meeting and close 	<ul style="list-style-type: none"> Committee members Operations Coordinator Guests 	President	President and Operations Coordinator - circulated to Committee members at least 3 days prior to meeting	Secretary or delegated staff
Tool Box Staff Meetings	<p>As determined by the Operations Coordinator for up to one hour or as required.</p> <p>Meetings are scheduled by the Operations Coordinator</p>	<ol style="list-style-type: none"> Open meeting Issues arising in our service Progress in resolving previously identified issues Inform on new policies, practices, plans and improvements Suggestions for new improvements Review of new Work Health and Safety reports 	<ul style="list-style-type: none"> Operations Coordinator Support Workers Selected volunteers 	Operations Coordinator	Operations Coordinator	Operations Coordinator - within 2 working days

Meeting	Frequency and Duration	Agenda	Attendance	Chair	Agenda Preparation	Minutes
		<p>including: Staff Accident/Incidents, Adverse Events, Hazards, and identification of improvements</p> <ol style="list-style-type: none"> 7. Identification of risks and suggestions to reduce them 8. Achievement of CHSP contract and status of budget 9. Discussion of individual Clients as required 10. Any other items 11. Next meeting and close 				
Volunteer Meetings	<p>As required and at least once per year</p> <p>Communication via News Letters and Communication book.</p>	<ol style="list-style-type: none"> 1. Discussion of specific issues relevant to volunteers 	<ul style="list-style-type: none"> • Operations Coordinator • Support Workers • Volunteers • Management Committee representatives as required 	Operations Coordinator	Operations Coordinator	Operations Coordinator

Table 1.2: Operations Coordinator Reports

Report	From	To	Date Due	Content
Bi-Monthly Operations Coordinator's Report	Operations Coordinator	Management Committee	Within 5 working days of end of each month	<ul style="list-style-type: none"> Information on meals delivered each month for YTD against CHSP contract Income and expenditure budget based report for month and YTD Recommended action
Annual Operations Coordinator's Report	Operations Coordinator	Management Committee	Within 10 working days of end of quarter	<ul style="list-style-type: none"> Information on services delivered each month for quarter and YTD (based on MDS data) Income and expenditure budget based report for quarter and YTD and Balance Sheet Graphs showing expenditure against contracted budgets for quarter and YTD Recommended action

1.5 Financial Management

1.5.1 ROLES AND TASKS

Management Committee

The Management Committee is responsible for the financial management of our organisation including the establishment of financial policy and procedures and monitoring the financial management of the organisation.

Treasurer

The Treasurer is responsible for ensuring that the financial policy and procedures set down by the Committee are followed and for monitoring the financial operations of our organisation. This includes making sure that financial reports and other information reflect the actual financial situation of the organisation.

Operations Coordinator

The Operations Coordinator is responsible for ensuring that the financial policy and procedures set down by the Committee are followed and that accurate information is provided to the Treasurer and Committee as required.

The Operations Coordinator is also responsible for supervision of the Bookkeeper who is responsible for the day-to-day financial tasks.

1.5.2 FINANCIAL MANAGEMENT PRACTICES

The following practices apply to financial management in the organisation:

Accrual based accounting

The financial management system is based on accrual accounting principles.

Bank accounts

The CHSP bank account is maintained at the NAB MacArthur Square Campbelltown, City of Campbelltown Meals on Wheels and Housebound Resource Service Inc.

No. 1 Account
BSB 082 494
Acc. 37313430

No. 2 Account
BSB 082 494
Acc. 19334189

Committee approval is required to establish new accounts.

Budget

An annual budget is developed by the Treasurer and Operations Coordinator and presented to the Committee for endorsement prior to or in the first month of the financial year.

Signatories

The Operations Coordinator and Committee member worker are designated signatories.

All cheques and EFTs up to \$5,000.00 and within the annual budget are signed or approved by 1 Committee Member and the Operation Coordinator Or 2 Committee Members

Cheques and EFTs not specified in the annual budget or over \$5,000.00 are signed or approved by two Committee members.

Books of accounts

The Bookkeeper is responsible for maintaining the books of accounts on MYOB, for processing all receipts and payments, in the preparation of the annual budget and for preparing monthly, quarterly and annual financial reports.

Income

All monies received are receipted and recorded in MYOB.

Payments

All payments (except petty cash) are made by cheque or electronic transfer.

Supplier accounts

Wherever possible, accounts are established with suppliers and purchases charged to the accounts. Accounts are paid in full on receipt of the statement or invoice.

Petty cash

- An imprest system of petty cash is used with a float of \$500.00
- All petty cash expenditure is backed up with a receipt
- Petty cash is balanced whenever it is topped up
- Petty cash expenses are recorded against relevant expenditure categories.

The Bookkeeper is responsible for the petty cash.

1.5.3 FINANCIAL REPORTING**Associations reporting requirements**

Under the *Associations Incorporation Act 2009* (NSW) our organisation is a Level 2 association (total revenue and/or current assets between \$20,000 and \$100,000) and must ensure:

- A certified accountant or auditor, or a person approved by the Commissioner for Fair Trading, verifies the annual financial statements and
- The verification statement states: 'I have sighted the association's financial records and the financial records show that the association has book keeping processes in place to adequately record the association's income and expenditure and dealings with its assets and liabilities'.

A copy of the audit is forwarded to funding providers who may require it by date each year.

The Treasurer presents the audited report for the previous financial year to the Annual General Meeting.

Funding provider accountability reports

The funding reports to be completed as a condition of funding grants are shown in Table 1.3: Funding Provider Accountability Reports.

In accordance with Commonwealth Aged Care Funding Agreements, services are required to submit Financial Accountability Statements (FARs)¹. These are to be submitted electronically using the online eFAR system.²

1 Commonwealth of Australia 2012 Commonwealth Home Support Programme (CHSP) Manual Appendix H eFAR User Guide

2 More information on the eFAR system is available on the Department's website: <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-fin-account-report.htm>

In order to meet the requirements of our organisations' funding agreements, we are required to:

- Submit the relevant information online for each activity using the eFAR system by the required due date
- Print a hardcopy from the eFAR system after all information has been submitted online (i.e. the hardcopy should not display the "draft" watermark)
- Attach all required documentation (including a signed Statement of Compliance and audit certification where required and
- Post the hardcopy (with original signatures) to the Department.

The Operations Coordinator is responsible for ensuring the reports are prepared as required and are reviewed and signed off by the Management Committee prior to forwarding to the Department.

1.5.4 CLIENT FEES – PAYMENT PROCESS

The fee payment processes are described in Section 14: Information Provision under 14.4.6 Paying Fees Of the Policies & Procedures of Campbelltown Meals on Wheels.

Table 1.3: Funding Provider Accountability Reports

Report	Content	Preparation	Date Due
Minimum Data Set (MDS) Return	<ul style="list-style-type: none"> Client demographics Carer demographics Assessed needs Services delivered 	<ul style="list-style-type: none"> Operations Coordinator Operations Coordinator forwards to National Data Repository 	<p>Within 30 days of the end of each quarter.</p> <p><i>Service providers who only deliver meals may submit modified CHSP MDS reporting twice annually.</i></p>
<p>Progressive Reports (FARs/OVRs) –</p> <p>(Not required of Tier 1 Service Providers ie receives an annual total less than \$100,000, exclusive of GST, in a single Program Schedule)</p>	<ul style="list-style-type: none"> Organisational details Statement of Income & Expenditure One-off Grants (if applicable) Statement of Compliance 	<ul style="list-style-type: none"> Operations Coordinator Presentation to Committee for review and certification Operations Coordinator forwards to the Department 	<p>Reporting on the first six months of a financial year, submitted</p> <p>When Required in the current year.</p>
<p>Annual Reports (audited) (FARs/OVRs)</p>	<ul style="list-style-type: none"> Organisational details Statement of Income & Expenditure Carry-overs of underspends & one-off grants (if applicable) Certification of audited statement of income and expenditure Statement of Compliance 	<ul style="list-style-type: none"> Operations Coordinator Presentation to Committee for review and certification Operations Coordinator forwards to the Department 	<p>Set date each year</p>
<p>Adhoc Reports (FARs/OVRs)–</p> <p>(These are not required under standard reporting arrangements. It may be requested in circumstances where the Department requires additional reporting to monitor and manage performance)</p>	<ul style="list-style-type: none"> Organisational details Statement of Income & Expenditure One-off Grants (if applicable) Statement of Compliance 	<ul style="list-style-type: none"> Operations Coordinator Presentation to Committee for review and certification Operations Coordinator forwards to the Department 	<p>As requested by the Department</p>

Report	Content	Preparation	Date Due
<p>Final Reports (FARs/OVRs)–</p> <p>These are only required in case of termination of a Program Schedule and contain final annual reports for any periods not previously reported against as a full financial year.</p>	<ul style="list-style-type: none"> • Organisational details • Statement of Income & Expenditure • One-off grants (if applicable) • Certification of audited statement of income and expenditure • Statement of Compliance 	<ul style="list-style-type: none"> • Operations Coordinator • Presentation to Committee for review and certification • Operations Coordinator forwards to the Department 	<p>The Final eFAR for an activity must be submitted within 30 business days (or as specified in your funding agreement) of the completion of the activity</p>

Further information on arrangements in each state and territory is available on the Aged Care Provider Portal.

1.6 Fund Raising

1.6.1 APPLYING FOR FUNDS

The following applies to all applications for funding:

1. Applications are only made for programs or projects that are in line with our current Strategic Plan and the objectives and priorities of the organisation
2. All contact with the funding body is through the Operations Coordinator
3. All applications are approved by the Committee and signed by the Operations Coordinator before submission.

1.7 Planning

1.7.1 PLANNING DAY

Once a year the Management Committee, staff and volunteers have a planning day to discuss the service, opportunities for improvement and any other issues.

1.7.2 IMPROVEMENT PLAN

Our organisation maintains an [Improvement Plan](#) that records all significant improvements in our operations. Our organisation incorporates into this plan processes to ensure service continuity in line with the Aged Care Funding Agreement and the Commonwealth CHSP Program. The Plan is discussed in more detail in Section 5: Continuous Improvement.

1.8 Organisation Calendar

The Operations Coordinator maintains an [Organisation Calendar](#) that details:

1. Meetings
2. Accountability Reports
3. Policies and procedures reviews spread over 3 years (see also 5.3.4 Policies and Procedures Reviews)
4. An internal audit schedule
5. Other key tasks.

The Operations Coordinator is responsible for ensuring the planned events occur and for developing a new calendar at the beginning of each calendar year.

1.9 Subcontracting

City of Campbelltown Meals on Wheels and Housebound Resource Service Inc. May subcontracts some services to another provider under a primary or secondary subcontractor agreement.

(Where service providers engage a subcontractor to deliver Commonwealth CHSP services, this is defined in the Aged Care Funding Agreement as a Primary Subcontractor. Where a Primary Subcontractor subcontracts the delivery of Commonwealth Home Support Programme (CHSP) services to another organisation, this is defined as a Secondary Subcontractor. Where a Secondary Subcontractor subcontracts service delivery to another organisation, this organisation is also referred to as a Secondary Subcontractor.)³

We notify the Department if we are going to use a primary subcontractor within 20 business days of entering into an agreement with that subcontractor. The notification includes the subcontractor's name and ABN, the tasks which the subcontractor will complete under the Aged Care Funding Agreement, the period of the subcontract and any other information requested by the Department.

³ Commonwealth of Australia 2012 *Commonwealth CHSP Program Manual* Chapter 5 Section 5.1.5

If we use any Secondary Subcontractors, or its subcontractors plan to utilise any Secondary Subcontractors, we must request the Department's prior written consent of the subcontractor before an agreement is entered into with that subcontractor. The request must include the subcontractor's name and ABN, the tasks which the subcontractor will complete under the Aged Care Funding Agreement, the period of the subcontract and any other information requested by the Department.

We ensure a contract is signed by both contractors and City of Campbelltown Meals on Wheels and Housebound Resource Service Inc. and ensure that all contractors meet the requirements of the Aged Care Funding Agreement.

We remain responsible for the delivery of Commonwealth CHSP services, regardless of any subcontracting arrangements and are also responsible for all reporting requirements including reporting subcontracted services in the CHSP Minimum Dataset (MDS) in accordance with the *Home and Community Care Program National Minimum Data Set User Guide Version 2.0*.

We ensure that subcontractors are complying with the Home Care Standards by conducting regular meetings with contractors, reviewing any feedback provided to the contractors regarding service delivery, requesting and receiving a copy of the subcontractors continuous improvement plan and risk plan each six months and conducting internal audits of their operations periodically (if determined to be necessary).

For further details on how we manage subcontractors, see the Commonwealth CHSP Program Manual Chapter 5.

1.10 Monitoring and Evaluating Corporate Governance

Corporate governance management processes and systems are regularly audited as part of our organisation's audit program and staff, Clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Organisation Calendar](#) and Section 5: Continuous Improvement).