

# Program Guidelines

Homelands  
2017-2018

# Table of Contents

1.	Introduction	3
2.	Homelands Program Funding	3
3.	Performance Standards	4
3.1.	Service Delivery Plans	5
3.2.	Maintenance Log	5
3.3.	Infrastructure and Equipment Register (IER)	6
4.	Reporting	6
4.1.	Financial Reporting and Acquittal of Grant Funding	6
4.2.	Performance Reporting	7
4.3.	Audited Specific Purpose Financial Reports	7
4.4.	Unexpended Grants and Carry Forward Requests	7
5.	Department's Right to Terminate on Default	8
5.1.	Repayment of Funding	9
5.2.	Withholding Payments	9
6.	Complaints Procedure	9
7.	Funding Programs	10
7.1.	(Voluntary) Service Delivery Contribution/s or Fees	10
7.2.	Municipal and Essential Services (MES) Program	10
7.3.	Housing Maintenance Services (HMS) Program	12
7.4.	MES Special Purpose Grants (MESSPG) Program	12
7.5.	Homelands Jobs Program	12
7.6.	Homeland Extra Allowance (HEA) Program	13
8.	Eligibility for Funding under the Homelands Program	14
	Annexure A: Service Delivery Plans and Performance Reports	15
	Annexure B: Audited Specific Purpose Financial Reports	19
	Annexure C: Minimum MES and HMS Standards	26
	Minimum Standard - MES	27
	Minimum Standard - Housing	30
	Minimum Standard - Housing Maintenance	31

# 1. Introduction

Homelands and outstations are interchangeable terms used in different parts of the Northern Territory to describe places where small populations of Aboriginal people live in remote areas, on lands to which they have traditional ownership or historical association.

The Northern Territory Government recognises and supports the fundamental right of Aboriginal Territorians to live on, develop and maintain their homelands. Support for Aboriginal people to live on, develop and maintain their homelands is also in line with international obligations. Significant national and Northern Territory policies exist to support homeland residents to fulfil their aspiration to maintain and strengthen distinct political, legal, economic, social and cultural institutions on homelands.

Homelands policy and guidelines are aligned with Remote Contracting Policy and Good Practice Guidelines for Funding Remote Communities.

Service delivery to homelands reflects these objectives and will continue to be based on strong, productive and collaborative relationships in recognition of the Territory's long term commitment to principles of priority, engagement, sustainability, access and accountability.

Approximately 10,000 Aboriginal Territorians are residents in 2,400 dwellings on more than 500 homelands across the Territory.

## 2. Homeland Programs Funding

Funding for homeland programs includes the following grant programs:

- Municipal and Essential Services (MES)
- MES Special Purpose Grants (MESSPG)
- Housing Maintenance Services (HMS)
- Homelands Jobs
- Homelands Extra Allowance (HEA)

In July 2017, service providers were offered a single year funding agreement for the MES and HMS grants. Payments are released to the service provider on a biannual basis. Funding is allocated on a per dwelling formula. The funding amount is adjusted for homelands that are difficult to access and/or have to provide their own power and water (that is power and/or water is not provided by Power Water). Funding is reviewed each year and may change according to the number of homelands and dwellings included in the program.

All occupied dwellings are eligible for funding. A dwelling is classified as occupied if it is the resident's principal place of residence. In determining whether a dwelling is occupied, the department relies on information provided by departmental officers and the relevant service provider.

In determining whether a dwelling is permanently occupied the department may also consider the length of time the residents live in the dwelling each year, whether the resident has any other government assisted housing and the recognised registered address of the resident. If any dispute arises in regard to the classification of the dwelling, the onus is on the resident to show that the dwelling is their principal place of residency.

At the start of each financial year the department will send the service provider an updated schedule to the funding agreement that lists the communities, number of dwellings to be funded and the amount of funding the organisation will receive. Exceptions will be considered on a one by one basis for MES funding to maintain roads or protect infrastructure for homelands used for cultural or education purposes, but not permanently occupied. Funding will be released to the service provider once the department has determined that the service provider is compliant with all financial and performance reporting requirements.

The Recipient must not, without the Territory's prior written consent use the MES Special Purpose Grant (capital) funding for administrative costs and overheads or salaries/wages;

Funding for the MESSPG program, (formerly known as the Capital Infrastructure Grant program) will continue to be through application. Service providers will be notified by the department before the start of the financial year that they may apply for MESSPG funding. All applications must be submitted to the department by the date specified in the notification. Any applications received after this date may not be eligible for funding. Applications will be assessed and a funding agreement will be sent to service providers.

The executed agreement for the MESSPG Grant must be returned to the department by the date notified. If the agreement is not received by this date the offer may be withdrawn and funding might be allocated to other service providers. The Recipient must not, without the Territory's prior written consent use the MES Special Purpose Grant (capital) funding for administrative costs and overheads or salaries/wages.

Funding for the Homelands Jobs program (formerly known as the Converted Jobs program) will only be available through an application process from 2017. Service providers can apply for funding for the life of the municipal and essential services and housing repairs and maintenance funding agreement.

The executed agreement for the Homelands Jobs grant must be returned to the department by the date notified. If the agreement is not received by this date the offer may be withdrawn and funding might be allocated to other service providers.

The funding is a contribution to wages only. The recipient must not use the Homelands Jobs funding for administrative costs and overheads.

Funding for the Homeland Extra Allowance program (HEA) is only available through applications prepared in conjunction with residents of homelands only. Residents can apply for each year of the program. HEA applications will be sought early in each financial year and be offered within 3 months of application, until the funds are exhausted for each financial year.

The executed agreement for the HEA grant must be returned to the department by the date notified. If the agreement is not received by this date the offer may be withdrawn and funding might be allocated to other service providers.

The recipient must not use more than 10% of Homelands Extra Allowance funding for administrative costs and overheads directly involved with homelands programs delivery

### 3. Performance Standards

These program guidelines and the funding agreement outline the requirements for performance standards under the Homelands Program. Minimum standards have been developed by the department identifying the minimum expected levels of servicing, maintenance and standard of infrastructure on all homelands, see Annexure C.

Service providers are to utilise funding money to achieve the outcomes of the program.

In order to manage and assess service delivery, and service provider performance, reporting templates have been developed. These templates are required to be filled in and submitted to the department on a regular basis. The templates provide information which contributes to the department's assessment of performance. Where performance is assessed as requiring further review, the following indicate some of the areas that will be examined.

- Service Delivery Plans
- Complaints and Complaints Procedure
- Local Employment numbers
- Communication Procedure and Performance (e.g. Urgent items and SDP creation)
- Voluntary Service Delivery Contribution Fees (strategy and progress)
- Percentage of Administration costs
- 'Carry Forward' or profile of expenditure against grants

#### 3.1. Service Delivery Plans

The Service Delivery Plan (SDP) is a plan for managing scheduled maintenance on a homeland's infrastructure and other assets used in the delivery of MES and HMS services. The SDP will list tasks and the month in which they will be undertaken, by either the service provider or the residents, to maintain assets and improve living conditions on the homeland.

Tasks will be undertaken to ensure that minimum standards of service delivery for both the MES and HMS programs are achieved.

All service providers will be required to develop an SDP through demonstrable communication with homelands residents. The communication strategy of the service provider must be able to demonstrate to the department, the substance of communication relating to each homeland for which they receive MES and HMS funding. After jointly participating with homeland residents in developing the SDP, the service provider is required to explain to the resident what work the provider will be doing as a result of the SDP.

The department will provide yearly SDP templates to service providers. Service providers will fill in the SDPs with scheduled tasks for the current financial year and forward them to the department. At the end of each reporting period the SDPs will be submitted with scheduled tasks 'ticked off' indicating the month the task was completed.

## 3.2. Maintenance Log

The Maintenance Log is used to record what work has been done on homelands. All work, scheduled or unscheduled, is to be entered into the Maintenance Log and an estimated cost of that work is to be included.

The Maintenance Log is to be filled in on a regular basis to avoid unnecessary time filling in six months of work undertaken on communities at the end of the reporting period. Additionally, the department has the right to request to view the Maintenance Log throughout the year to assess the work that has been undertaken.

If a provider is utilising a system that already captures the information required of the Maintenance Log, then that system will suffice as the Maintenance Log. The system must capture the location, house number, date, description of the work and estimated cost. Any reporting must be submitted in Excel or CSV format to allow the department to analyse the information effectively.

The Maintenance Log is to be submitted to the department at the scheduled reporting dates.

## 3.3. Infrastructure and Equipment Register (IER)

Service providers will be required to create and maintain an Infrastructure and Equipment Register (IER) of the infrastructure on homelands (including houses) and other equipment used by the service provider to deliver MES and HMS. The IER is to be kept up to date with any change on the homelands and are to be submitted to the department as part of performance reporting. All new items funded with MESSPG to be included on installation.

IERs are similar to an asset register and will contain information including:

- Location
- Category
- Item
- Description
- Condition
- Installation date
- Expected replacement date
- Expected replacement cost
- Any relevant comment regarding condition, capacity, maintenance requirements, etc.

## 4. Reporting

Service providers must complete and submit all reports required and specified in the funding agreement. If the department considers that the form or content of a report is not adequate for our purposes, the department can request the service provider to submit a revised report. The service provider must submit that revised report within 30 business days of our request, unless specified otherwise. Where necessary, the department reserves the right to request any reports to be submitted at shorter intervals than stated.

Service providers must at all reasonable times allow access to records, accounts, documents and papers relating to all agreements. This will include all documentation related to how service providers are carrying out the activity and receiving or spending the funding. Service providers must allow copies of these materials to be viewed by the following parties:

- the Department of Housing and Community Development and/or persons authorised by the department
- the Commonwealth Auditor-General
- the Commonwealth Director of Evaluation and Audit or person authorised by them
- homeland residents.

All reporting to the department will be submitted in electronic format.

Enquiries regarding the performance against these programs should be directed to the Homelands Program on 1800 031 648.

Enquiries regarding the financial reporting against these programs should be directed to the Grants Management Unit on 8999 8456.

#### **4.1. Financial Reporting and Acquittal of Grant Funding**

Service providers will be required to submit half yearly Statements of Income and Expenditure reports on templates provided by the department for:

- Housing Maintenance Services (HMS)
- Municipal and Essential Services (MES)
- MES Special Purpose Grants (MESSPG)
- Homelands Jobs
- Homelands Extra Allowance (HEA)

These statements are based on self-certification as to the accuracy and reliability of the information supplied. Completed statements are due within 28 days from 31 December and 30 June.

Acquittal of funding is under a prescribed arrangement that requires specific purpose financial reports be prepared and independently audited by a registered company auditor for the period ending 30 June each year.

Audited Specific Purpose Financial Reports for the period ending 30 June are to be forwarded to the Grants Management Unit by 15 November of each year.

The financial reporting guidelines outline the required financial reporting requirements and provide templates to assist the service provider organisation.

#### **4.2. Performance Reporting**

Service providers will be required to submit half yearly performance reports on templates provided by the department for:

- Housing Maintenance Services (HMS)
- Municipal and Essential Services (MES)

- MES Special Purpose Grants (MESSPG)
- Homelands Jobs
- Homelands Extra Allowance (HEA)

Performance reporting includes the IER, Maintenance Log, Service Delivery Plans, MES Employment Report and the Engagement Report.

The reports must be forwarded to the department on a half yearly basis on the 31 December and 30 June. Reports must be received by the department no later than 28 days after the end of the specified months.

To fully acquit funding performance reporting must be submitted and assessed as satisfactory.

The department has the right to request a copy of the reports at any other time that is deemed necessary.

### 4.3. Audited Specific Purpose Financial Reports

Organisations that receive funding under one or more of the programs listed in this document are required to submit Audited Specific Purpose Financial Reports for each program.

Acquittal of funding is under a prescribed arrangement that requires Specific Purpose Financial Reports be prepared and independently audited by a registered company auditor for period ending 30 June each year.

Audited Specific Purpose Financial Reports are to be provided to the department by 15 November each year.

The templates provided in Annexure B, are to assist the service provider organisation to complete the financial reporting requirements as defined in the funding agreement.

### 4.4. Unexpended Grants and Carry Forward Requests

At the end of each financial year, if any funding remains unexpended the service provider is to seek approval, in writing to the department to have the funding carried forward.

Any request to carry forward unexpended funding, must be made in writing to the department within 28 days from 30 June, detailing:

- the funding program the money is from
- reasons the funding wasn't fully spent
- intended use of funds carried forward, and
- the amount to carry forward.

If approved, written advice to this effect will be provided to the service provider from the department. Any carry forward amounts must be spent by 30 June the following year.

Approved grant funding carry forward is to be shown in the Half-Yearly Statement of Income and Expenditure reports (if applicable) and in the service provider Audited Specific Purpose Financial Reports.

No deficit amount is to be brought forward from the previous year. Over expenditure of the program is to be absorbed by the organisation.

## 5. Department's Right to Terminate on Default

The department can terminate an agreement with a service provider, if any of the following occur to the service provider (referred to as 'the service provider'):

- The service provider breach any of the service provider obligations under an agreement and the department considers that the breach cannot be rectified
- The service provider breach any of the service provider obligations under an agreement and the service provider do not rectify the breach within 10 business days after the department gives the service provider a notice to rectify it
- In relation to an agreement, the service provider breach a law of the Commonwealth or Territory
- All specified reporting requirements have not been met
- The department considers that its decision to approve the funding was affected by a statement in the service provider application for funding that was incorrect, incomplete, false or misleading
- The service provider is unable to pay all of the service provider debts as and when they fall due
- The service provider has come under external administration, or has applied to come under external administration, or has received a notice requiring the service provider to show cause why the service provider should not come under external administration
- The service provider has become bankrupt or has entered into a scheme of arrangement with creditors.

### 5.1. Repayment of Funding

The department has the right to seek repayment of any funding (or the relevant part of it) in any of the circumstances set out below:

- the department overpays the service provider
- the department pays the service provider an amount that the service provider incorrectly claim
- the department pays the service provider an amount that the service provider are unable to spend in accordance with the funding agreement
- the service provider spends an amount that is not in accordance with the agreement.

The service provider must repay the department the amount requested within 20 business days after the service provider receive written notice to do so.

## 5.2. Withholding Payments

The department can withhold any or all of a funding payment if we consider that the service provider:

- has not carried out specified activities in accordance with the funding agreement
- are not providing services to the specified homelands as required under the funding agreement
- has not spent funding in accordance with the funding agreement
- has breached any other term of the funding agreement
- has not complied with both financial and performance reporting requirements set out in the funding agreement
- has not submitted the SDP prior to the start of the year.

The department will pay the withheld amount only when the breach of the agreement has been rectified. To ensure that essential services continue to be provided to homeland residents, payments for works required will be paid for by the department on receiving a specific invoice related to that work only. The remainder of funds will not be released until such time that all breaches of the funding agreement have been rectified.

## 6. Complaints Procedure

Service providers must establish and publicise the existence of a documented complaints process which will be used to deal with any complaints by homeland residents relating to service delivery.

If the service provider clients are dissatisfied with the results following their complaint/s the service provider must refer the service provider clients to the department for further investigation of the complaint and the service provider must assist us in the investigation of the complaint.

The service provider must, on our request, provide access to or copies of the service provider complaints register, and copies of all correspondence and other materials received or created by the service provider in connection with any of the complaints

Copies of all correspondence and other materials received or created by the service provider in connection with any complaints must be adequately recorded and maintained.

## 7. Funding Programs

Funding for homeland programs includes the following grant programs:

- Municipal and Essential Services (MES)
- MES Special Purpose Grants (MESSPG)
- Housing Maintenance Services (HMS)
- Homelands Jobs
- Homelands Extra Allowance (HEA)

It is an essential requirement of all programs that the following obligations are adhered to:

- All reporting requirements are provided to the department on or by the nominated dates
- All service providers are to provide the department with Service Delivery Plans (SDP) prior to the commencement of each financial year
- All service providers are to develop and maintain a current Infrastructure and Equipment Register (IER) that will be submitted as part of the performance report.
- All service providers are to update the Maintenance Log on a regular basis that will be submitted as part of the performance report
- Service Providers are to engage with residents about the program, funding levels, service delivery possible with available funding, and seek input to service delivery plans.

## 7.1 (Voluntary) Service Delivery Contribution/s or Fees

All service providers are to encourage the residents to contribute to service delivery through voluntary service delivery contribution fees. This would assist in the cost of providing improved services and strengthen Community contribution and participation in maintenance of homelands and dwellings.

Where no service contribution fee is forthcoming, service providers are not obligated (under the funding agreement) to provide services above the minimum standards or funding levels. If a resident contributes to service delivery, the provider should work with the residents to identify how the fees will contribute to service delivery.

## 7.2. Municipal and Essential Services (MES) Program

### Program objective

MES operational funding includes repairs and maintenance, minor works and general operational costs for the delivery of municipal and essential services.

Municipal service activities are primarily concerned with road and aerodrome maintenance, waste disposal, landscaping and dust control in common areas, fire breaks, dog control programs, environmental health activities and other municipal services.

Essential service activities are primarily concerned with electricity, water and sewerage systems operation and maintenance.

The Recipient must not, without the Territory's prior written consent:

- use more than 20% of the Municipal and Essential Services Funding for administrative costs and overheads directly involved with program delivery,
- use more than 50% of the Municipal and Essential Services Funding for paying salaries or wages for positions directly involved with program delivery.

Eligible activities under the MES program are defined as follows:

Electricity, water and sewerage operation and maintenance	Assistance with operational costs and essential/routine repairs and maintenance to community water, electricity and sewerage systems. Includes covering shortfalls in operational costs for supply of energy where communities are making significant efforts to collect revenue from users. MES funding should only be used to purchase fuel for generators where residents are contributing to the costs of fuel consumption.
Road maintenance	Routine and essential maintenance to internal roads and drainage that are not the responsibility of a government body. Access to roads on Aboriginal community land, which are not the responsibility of another body, can be considered for assistance.
Aerodrome and barge landings maintenance	Routine and essential maintenance of aerodromes and barge landings in remote communities.
Waste disposal	Effective and regular waste removal services and tip maintenance in communities.
Landscaping, dust control and fire breaks	Essential and effective landscaping, dust control and fire breaks around infrastructure, including routine management and maintenance of community ovals, parks and playgrounds.
Management of infrastructure and municipal services	Operational costs required to provide infrastructure and municipal services including assistance with administration/running costs of municipal services vehicles, repairs and maintenance to essential community buildings.
Environmental health activities	Programs should include activities and strategies to reduce environmental health risks and related diseases, including educational programs and activities that reduce hygiene and nuisance problems (see further below for dog control).
Dog control	<p>Uncontrolled dog populations in Indigenous communities contribute to the transfer of canine infection to humans and other health problems. Implementing 'dog health' programs in communities should aim to improve the health of people and dogs by:</p> <ul style="list-style-type: none"> <li>• Addressing the environmental conditions that can lead to the transfer of dog-carried diseases.</li> <li>• Regular treatment of parasites, ticks, worms, mange, and types of infectious diarrhoea.</li> <li>• Development and introduction of dog care and control education programs.</li> </ul>
Other municipal services	Other necessary municipal services such as fire prevention, preparation of town plans, and insurance on assets used specifically to provide municipal services.

## 7.3. Housing Maintenance Services (HMS) Program

### Program objective

The purpose of HMS is to assist homeland residents to live in a safe and healthy environment. It provides funding for the following in priority order:

- urgent repairs, to be attended to within 48 hours.
- general or routine repairs and maintenance to extend the life of houses and minimise deterioration.

The Recipient must not, without the Territory's prior written consent:

- use more than 20% of the Housing Maintenance Services Funding for administrative costs and overheads directly involved with program delivery
- use more than 50% of the Housing Maintenance Services Funding for paying salaries or wages for positions directly involved with program delivery.

## 7.4 Municipal and Essential Services Special Purpose Grant Program (MESSPG) Program

### Program objective

The Municipal and Essential Services Special Purpose Grant Program (MESSPG) must compliment the intent of the MES program and should be considered in conjunction with sound asset planning and maintenance cycles. The Infrastructure and Equipment Register (IER) is also an important tools in determining priorities and assisting in a proactive approach to capital upgrade. It is expected that (IER) and Maintenance Logs, required under the homelands program, will inform the necessity to lodge an application.

Information from these sources will be referenced to determine necessity and priority against any other homeland requirements. MESSPG applications are sought annually.

MESSPG funds are not to be used to pay administrative costs or salaries.

### Priority

As there is a limited amount of funding available, projects will be prioritised by;

- Primary water systems and water management systems;
- Primary power and sewerage systems;
- Waste management; and
- Other municipal services and backup essential services systems.
- Infrastructure or municipal projects beyond the scope of MES.

## 7.5 Homelands Jobs Program

### Program Objective

The purpose of this funding is for service providers to employ local Aboriginal people in homelands and town camps to assist in the delivery of homelands programs, to increase local economic participation by offering employment and training opportunities to local residents to maximise their employment opportunities.

Grant funding is to be used to pay salaries/wages for Aboriginal staff directly involved with the delivery of services and is not to be used for administration costs.

Homelands Jobs funding is to be used the employment of local Aboriginal people in the delivery of Homelands programs. Examples of work activities are as follows:

Municipal services - maintenance of internal roads and aerodromes, rubbish disposal, landscaping and dust control, fire breaks, grass cutting, environmental health activities and dog control.

Essential services - operation and maintenance of homelands electricity supplies, water supplies and septic or sewerage systems.

Housing maintenance - urgent and routine housing repairs and maintenance. Assisting qualified personnel where appropriate to maintain houses in a safe habitable condition.

Municipal and Essential Services Special Purpose Grants (MESSPG) - tasks associated with works within the community. E.g. fencing, removal of rubbish, groundworks and works establishing new infrastructure under supervision of qualified personnel where appropriate.

Service providers will be required to demonstrate:

- That funded positions are used to employ local Aboriginal people from within the serviced homelands or town camps.
- That funded positions are adequately managed and supervised within the organisation.
- That funded positions undertake a range of tasks and duties appropriate to the level of responsibility.
- To what extent employees engaged through Homelands Jobs funding will benefit personally from any training, skills improvement or experience gained through the job.
- How funded positions will productively contribute to the achievement of organisational goals, outcomes and outputs.

## 7.6 Homelands Extra Allowance

### Program objective

The purpose of HEA is to improve the health and lifestyles of remote residents by upgrading their dwellings to incorporate safer, environmentally friendly utilities, to overcome the burden of overcrowding by modernising facilities and increasing living space or covered areas and to make work areas more accessible and easier to maintain.

Homelands Extra Allowance can be used for improvements and upgrades work agreed upon between the service provider and the resident. Works related to ensuring health and safety, providing shelter from environmental elements, leading to greener, sustainable power and water systems, lowering costs and disability modifications will be treated as a priority.

### **Eligibility criteria**

Each application is required to meet the following eligibility criteria:

- The house and homeland is funded through the Housing Maintenance Program (HMP) in the current financial year.
- The house is the applicant's principal place of residence and the applicant is not a primary or co-client (PC or CC) of government assisted housing (i.e. NT Department of Housing).
- Children who live permanently on the homeland attend school regularly.
- The applicant is contributing to the upkeep of the house.
- The applicant must be participating in the economy through paid work, community jobs schemes, training, registered volunteer work, receipt of an age, disability or carer's payment, self-employment, and/or membership of community boards and committees.
- The total income received by the applicant did not exceed \$85,000 in the last financial year

## **8. Eligibility for funding - Homelands Program**

If a Homeland is not currently funded, then to be considered for funding under the program the following criteria is to be assessed in relation to the homeland and residents.

- 1) A service provider, recognised under the Homelands Program, is willing to undertake the responsibility for servicing the homeland.
- 2) The Homeland must;
  - Have a sustainable, potable water supply
  - Have a water supply system in operating condition
  - Have its own operating power supply
  - Have safe and secure housing
  - Be accessible
  - Be the principle place of residence
- 3) Residents must demonstrate how any school age children access education services.

If additional housing has been built on eligible homelands, upgrades to MES infrastructure must be funded by the developer in order to cope with increased demand to be eligible for funding. Any ongoing support for new homelands or new housing on existing homelands will be funded from within the current budget allocations. Therefore, additional calls on funding will reduce the support available to existing homelands.

## Service Delivery Plans and Performance Reports

Service delivery plan templates will be sent to service providers to coincide with funding offers. The plans are to be filled in with scheduled tasks for the current financial year and submitted to the department as requested.

Service Delivery Plans will then form a part of the performance report package that includes the;

- Infrastructure and Equipment Register
- Maintenance log
- Employment report
- Engagement report
- Service delivery plans
- MES Special Purpose Grant report

Performance report templates will be supplied to the service providers and the reports are to be submitted to the department half-yearly. Reports should be submitted in the format supplied and not scanned or converted to a pdf document.

### Infrastructure and Equipment Register (IER)

(sample)

Infrastructure and Equipment Register (IER)								
Person to contact if any enquiries about the IER Name Phone Number Email		<a href="#">Back to Index</a>	<p style="text-align: center; color: red; font-weight: bold;">DO NOT TRY TO CHANGE THIS DOCUMENT OTHER THAN INSERTING EXTRA ROWS IN THE TABLE BELOW.                      IF YOU HAVE ANY QUESTIONS OR WOULD LIKE ASSISTANCE CONTACT THE TECHNICAL OFFICER IN YOUR REGION, OR THE OUTSTATION UNIT ON 1800 031 648 OR EMAIL: <a href="mailto:Outstations.Program@nt.gov.au">Outstations.Program@nt.gov.au</a></p>					
The purpose of the IER is to list infrastructure and equipment on outstations and equipment purchased under the capital infrastructure program. In the table below the;								
<ul style="list-style-type: none"> <li>- Location column identifies on which outstation the asset is located</li> <li>- Category column identifies the category of assets</li> <li>- Infrastructure/Equipment column identifies the asset</li> <li>- Description column is to record any extra information about the item such as the make, model or Kva rating of a generator</li> <li>- Condition column is an indication of the condition of the asset</li> <li>- Expected replacement date is the date in which it is estimated the asset will be replaced</li> <li>- Approximate Replacement Cost is the amount to purchase and install a replacement asset</li> <li>- Comments column is to record any information relevant to the asset such as maintenance requirements, capacity, more detail about condition, etc.</li> </ul>								
Location	Category	Infrastructure/Equipment	Description	Condition	Installation Year	Estimated Replacement Year	Approximate Replacement Cost	Comments
		Each asset should have it's own entry. Eg. If there are two bores each bore should have an entry.	If a generator then include Kva rating If a water tank then enter the size	Good Fair Poor U/S				

# Maintenance Log

(sample)

## Maintenance Log

Person to contact with any inquiries about this report	
Name:	
Contact number:	
Email:	

The Maintenance Log is to list all maintenance and inspection tasks undertaken on a homeland in relation to MES and Housing activities and to provide an estimated cost of work undertaken. It will also be used to record when a service provider became aware of any essential service outages and when they were rectified.

In the table below the;

- Date Notified About Loss of Service column is to record when the service provider became aware of the loss of an essential service.
- Date Work Carried Out column is to record the date which work was undertaken.
- homeland column identifies on which homeland the work was carried out.
- Category column identifies the maintenance category of work carried out.
- Tasks column is a short description of what was done.
- Estimated Costs is an estimate of the cost of the work undertaken.

To add extra lines to the table below, right-click the row number and select Insert.

Do not try to alter this report other than inserting extra rows in the table below. For assistance with the maintenance log contact the technical officer in your region or the homelands Unit on 1800 031 648 or email: [Homelands.Program@nt.gov.au](mailto:Homelands.Program@nt.gov.au)

Only fill in this column if there is a loss of essential services	Date notified about loss of service dd/mm/yyyy	Date work carried out dd/mm/yyyy	Homeland	Maintenance Category	Task	Estimated Cost
					To add a new row, right-click the row number and select Insert	

# Municipal and Essential Services Special Purpose Grant (MESSPG) Program

(sample)

## Municipal and Essential Services Special Purpose Grant-Performance and Financial Reporting

Reporting Period	
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[Back to Index](#)

Person to contact with any inquiries about this report	
Name:	
Number:	
Email:	

Reference	Location	Project Description	Capital Grant Amount (GST Excl)	Progress to Date	Expenditure to Date (GST Excl)	Balance of Project Funds (GST Excl)
1						
2						



# Audited Specific Purpose Financial Reports

## Template 1

### Audit Opinion (example)

In our opinion:

- (a) the specific purpose financial reports have been properly drawn up in accordance with the prescribed requirements and are in agreement with the accounts and records;
- (b) the specific purpose financial reports present fairly the financial results for the year; and
- (c) the organisation has complied with the provisions as outlined in the Funding Agreement.

.....

(Auditor)

.....

Date

Template 2

2017-2018  
Specific Purpose Financial Reports

(Organisation name) Certification

I (name) the (title) of (name of organisation) certify that:

- (a) the specific purpose financial reports have been properly drawn up in accordance with the grant guidelines so as to present fairly the results for the year; and
- (b) the financial reports are in accordance with the accounting and other records of the organisation.

.....  
CEO / Director / Housing Manager

.....  
Date

Template 3

Specific Purpose Financial Report

INCOME & EXPENDITURE STATEMENT

Housing Maintenance Services  
Year Ended 30 June 2018

INCOME	
Grant Income	
Interest	
Service Contribution Fee	
Other Income	
Total Income	

EXPENDITURE	
Salaries	Show all salaries/wages expenditure for full-time and part-time positions directly funded by the Housing Maintenance Program.
Housing Maintenance Program	
General Administration	<ul style="list-style-type: none"> <li>• Accounting and bank fees</li> <li>• Audit fees</li> <li>• IT Equipment (Computer, printer)</li> <li>• Recruitment</li> <li>• Telephone and fax</li> <li>• Vehicle registrations</li> <li>• Travel allowance</li> <li>• Fares out of isolated locations</li> <li>• Insurance</li> <li>• Electricity costs (head office only)</li> <li>• Rates</li> <li>• Attendance at related meetings and seminars</li> </ul>
Operating Costs (overheads)	Repairs and Maintenance to: Administration Buildings, Workshops, etc Plant and Equipment
	Training and Education
Housing Maintenance	<ul style="list-style-type: none"> <li>• Electrical</li> <li>• Plumbing / Gas</li> <li>• Carpentry</li> <li>• Structural</li> <li>• Glazing</li> <li>• Pest Control</li> </ul>
Contractors	Internal to organisation; and External to organisation.
Total Expenditure	
Surplus / Deficit	
Balance bought forward from previous year	
Reconciled Trust Account Balance	

## Template 4

### Municipal and Essential Services Program

INCOME	
Grant Income - MES	
Grant Income - MES Town Camps (if applicable)	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
EXPENDITURE	
Salaries	Show all salaries/wages expenditure for full-time and part-time positions directly funded by the municipal and Essential Services Program.
Municipal and Essential Services	
General Administration	<ul style="list-style-type: none"> <li>• Accounting and bank fees Audit fees</li> <li>• IT Equipment (Computer, printer)</li> <li>• Recruitment</li> <li>• Telephone and fax Vehicle registrations</li> <li>• Travel allowance</li> <li>• Fares out of isolated locations Insurance</li> <li>• Electricity costs (head office only) Rates</li> <li>• Attendance at related meetings and seminars</li> </ul>
Operating Costs (overheads)	Repairs and Maintenance to: Administration Buildings, Workshops, etc. Plant and Equipment
	Training and Education
Municipal and Essential Services	<ul style="list-style-type: none"> <li>• Motor vehicle:</li> <li>• Repairs and Maintenance Fuel</li> <li>• Boats:</li> <li>• Repairs and Maintenance Fuel</li> <li>• Roads and drainage</li> <li>• Waste Collection / Disposal Parks and Gardens</li> <li>• Dog Control Aerodrome</li> <li>• Other Services Electricity</li> <li>• Fuel for Electricity Generation Water:</li> <li>• Bores and associated solar systems Tanks, tank stands and water reticulation Water pipes</li> <li>• Carting of water</li> <li>• Sewerage</li> </ul>
Contractors	Internal to organisation; and External to organisation.
Sub Total Expenditure - MES	
Sub Total Expenditure - MES Town Camps	
Total Expenditure	
Surplus / Deficit	
Balance bought forward from previous year	
Reconciled Trust Account Balance	

Year Ended 30 June 2018

Template 5

Homelands Jobs Program

Year Ended 30 June 2018

INCOME	
Grant Income	
Interest	
Other Income	
Total Income	
EXPENDITURE	
Salaries	List all full-time and part-time positions and their salaries/wages expenditure directly funded for the delivery of homelands programs.
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous year	
Reconciled Trust Account Balance	

Template 6

MES Special Purpose Grant Program

Year Ended 30 June 2018

INCOME	
Grant Income	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
EXPENDITURE	
Municipal and Essential Services Special Purpose Grant	
Municipal and Essential Services Special Purpose Grant	List by funding rounds and breakdown further by project numbers and expenditure
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous year	
Reconciled Trust Account Balance	

Template 7

Homelands Extra Allowance Program

Year Ended 30 June 2018

INCOME	
Grant Income	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
EXPENDITURE	
Homelands Extra Allowance	
General Administration	<ul style="list-style-type: none"> <li>• Accounting and bank fees Audit fees</li> <li>• IT Equipment (Computer, printer) Recruitment</li> <li>• Telephone and fax Vehicle registrations Travel allowance</li> <li>• Fares out of isolated locations Insurance</li> <li>• Electricity costs (head office only) Rates</li> <li>• Attendance at related meetings and seminars</li> </ul>
Operating Costs (overheads)	Repairs and Maintenance to: Administration Buildings, Workshops, etc. Plant and Equipment
	Training and Education
Homelands Extra Allowance	List by funding rounds with expenditure
Contractors	Internal to organisation; and External to organisation.
Total Expenditure	
Surplus / Deficit	
Balance bought forward from previous year	
Reconciled Trust Account Balance	

## Minimum MES and HMS Standards

These standards are designed as a guide for service providers and they outline the minimum standards of service delivery required. As homelands are located over a large geographical area with a wide range of infrastructure, the standards have been developed to identify minimum deliverables that are applicable to most homelands. These deliverable tasks are to ensure a reliable delivery of power, water, sewerage, and provide a healthy and safe environment.

Relevant services where Australian Standards apply must comply with those standards. Examples where Australian Standards apply include electrical and plumbing services and supplies to homelands dwellings.

A comprehensive list of maintenance tasks, which include the minimum deliverable tasks, should be identified by service providers for each homeland and scheduled in the SDPs.

### Emergency plans

Each service provider should have in place an Emergency Plan. The emergency plan will identify:

- actions that the service providers will take leading up to an emergency, during an emergency and after the event to manage service provision to homelands; and
- key personnel, their contact details, and their roles during an emergency.

Depending upon the region the service provider is located within, emergencies covered under the plan could include bushfires, floods and cyclones.

### Frequency of visits to homelands

Service providers are required to visit each homeland at least once in the first half of the financial year and once in the second half of the financial year to carry out the tasks identified in the minimum standards and engage with the residents of the homeland.

### Resident engagement

Service providers are to explain to the residents what work they will be doing on a regular basis to service the homeland. A copy of the SDP is to be made available to residents of each homeland, if requested, and residents may contribute to the SDP where appropriate.

### Contact details

Relevant contact details are to be made available to residents, explaining who to contact in the case of the loss of services.

### Communication plans

Communications that contributed to creation of the Service Delivery Plans (SDPs), and subsequent communication that documents service delivery responses such as to requests for urgent repairs, must be recorded by the service provider and be made available to view upon request.

## Minimum Standard - MES

### Definitions

The following definitions are included in the minimum standards table below.

- Category is the system or equipment which is being maintained.
- Outcomes are what is expected to be achieved/ the minimum standard in each category of the MES program.
- Minimum service delivery tasks/standards are activities that should be carried out to ensure the outcomes are achieved. Sub-systems or related equipment are also included here:
- Frequency is how often the activities are required to be carried out to maintain the minimum standards/outcomes
- Callout/emergency is the response time in which a service provider should endeavour to address an issue that results in the loss of service.

Category	Outcomes	Minimum service delivery tasks/standards
Water system	<ul style="list-style-type: none"> <li>• Provide a safe supply of drinking water that falls within Australian Drinking Water Guidelines.</li> <li>• Provide sustainable water supply for domestic needs.</li> <li>• Prevent the transmission of water borne infectious diseases.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain water supply infrastructure to ensure system is operational and working as intended achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Ensure fences and gates around water infrastructure are secure.</li> <li>• Inspect for and repair any water leaks in infrastructure and at houses.</li> <li>• Ensure water reticulation where possible is buried to a safe depth to reduce risk of damage.</li> <li>• Ensure active and unused bores are correctly sealed to prevent contamination.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Callout/emergency</p> <ul style="list-style-type: none"> <li>• If there is a loss of service then the service provider is required to attend and try to restore services within 48 hours of being informed.</li> <li>• If services cannot be restored within 48 hours, the service provider will ensure an emergency supply of potable water until the service is restored.</li> <li>• If it is not possible to restore services within a two week timeframe then the department must be informed.</li> </ul>

Power systems	Provide a safe, reliable power supply.	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain power supply infrastructure to ensure system is operational and working as intended to achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Inspect and repair all wiring and connections to ensure a safe condition and there is no potential hazard to residents.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Power stations</p> <ul style="list-style-type: none"> <li>• Ensure generators and controls are maintained and serviced in accordance with manufacturers guidelines.</li> <li>• Ensure compound, gates and fencing are secure and locks are operational.</li> <li>• Ensure bulk fuel storage is securely contained and only accessible to authorised personnel.</li> </ul> <p>Callout/emergency</p> <ul style="list-style-type: none"> <li>• Service providers are required to attend and restore services to the power system within two weeks of being informed of disruption of services. If this cannot be achieved for whatever reason then the department must be informed.</li> </ul>
Sewerage systems	<p>Sewage disposal systems are to be constructed, located, maintained and operated so as to:</p> <ul style="list-style-type: none"> <li>• Prevent direct and indirect contact between people and infectious organisms.</li> <li>• Minimise the risk of contamination of drinking water supplies, food crops or other supplies.</li> <li>• Prevent the breeding of mosquitoes.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect, repair and maintain sewerage infrastructure to ensure system is operational and working as intended to achieve the specified outcomes.</li> <li>• Ensure all compounds and areas around infrastructure are clean and clear of vegetation to reduce risk of fire and structural damage.</li> <li>• Ensure septic tanks are secure and there is no risk of accidental access.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul> <p>Callout/emergency</p> <ul style="list-style-type: none"> <li>• Service providers are required to attend and restore services to the sewerage system within two weeks of being informed of disruption of services. If this cannot be achieved for whatever reason then the department must be informed.</li> </ul>

Grounds maintenance	<p>Homeland communal areas should be maintained to a standard that;</p> <ul style="list-style-type: none"> <li>• Reduces the risk of fire.</li> <li>• Minimises the risk of disease.</li> <li>• Provides a level of safety to residents.</li> <li>• Reduces the opportunity for snakes and other animals to shelter in and around the homeland.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Clear vegetation to a level that achieves the stated outcomes but does not add to the generation dust or erosion.</li> <li>• Where appropriate install and maintain fire breaks.</li> <li>• Identify any maintenance required at the next maintenance visit.</li> </ul>
Waste disposal	<ul style="list-style-type: none"> <li>• Prevent the transmission of infection disease.</li> <li>• Reduce risk of injury and trauma.</li> </ul>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Area around tips must be clear of waste and all rubbish must be placed in tips.</li> <li>• Old sites must be filled in.</li> <li>• If level of rubbish around homeland is deemed a health hazard then the service provider will ensure rubbish is removed and disposed of correctly.</li> <li>• Identify any maintenance required at the next maintenance visit.</li> </ul>
Internal/access roads	<p>Allow the use of roads and minimise erosion.</p>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Ensure roads are clear of fallen vegetation and tree regrowth.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>
Aerodromes	<p>Maintained on a regular basis to allow the safe operation of light aircraft.</p>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Inspect airstrip and ensure surface are clear of ruts, undulations, large rocks, ant and termite mounds, saplings and erosion.</li> <li>• Drag airstrip every six months.</li> <li>• The immediate 15 metres either side of the strip surface should be cleared of any obstacles including ant hills, tree stumps, large rocks or stones and fencing wire.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>
Environmental	<p>Reduce the risk of disease, poor health, water contamination and damage to infrastructure due to environmental influences.</p>	<p>Tasks</p> <ul style="list-style-type: none"> <li>• Evaluate the needs for animal control around homelands where necessary, and carry out identified works.</li> <li>• Ensure minimal disturbance to soil on homelands from works carried out or animals to prevent erosion and dust.</li> <li>• Identify any maintenance or repairs required at the next maintenance visit.</li> </ul>

## Minimum Standard - Housing

The housing standard is the standard of housing required under the funding guidelines. The standard outlines the minimum requirements in order to ensure health and safety of residents and provide shelter from environmental elements.

General	Dwelling appears structurally sound.
	Power is available.
	A potable water supply is available.
	Trees and plants do not pose a hazard to dwelling or tenants.
	Dwelling provides shelter from external environment, e.g. roof and external walls are serviceable and do not leak, windows are in a condition to ensure shelter if necessary.
	Dwellings with asbestos containing materials are signed properly.
	Dwelling has electrical safety switches fitted where power is connected through a power board.
	Dwelling has safe and serviceable power outlets.
	Where connected to gas, system is deemed safe.
	Dwelling has adequate lighting for safe use of dwelling at night.
	Dwelling is able to be secured.
	Dwelling has properly constructed floors (not dirt) throughout.
Kitchen facilities	Has a serviceable sink.
	Has a serviceable food preparation area.
	Has a serviceable light.
	There is a suitable food storage area available.
	Has a properly constructed (not dirt) floor.
Bathroom facilities	Has access to serviceable bath/shower facilities.
	Has a serviceable basin.
	Has a serviceable light.

	Has a properly constructed (not dirt) floor.
	Has a serviceable door with a suitable lock.
Laundry facilities	Has access to serviceable clothes washing facilities.
Toilet facilities	Dwelling has access to serviceable toilet.
	Toilet facilities has a serviceable door with a suitable lock.
	Toilet facilities has a properly constructed (not dirt) floor.
Bedrooms	Has a serviceable light.
	Has a properly constructed (not dirt) floor.

## Minimum Standard - Housing Maintenance

Homeland housing funding should be prioritised for immediate repairs. Any funding remaining should be used for general repairs and maintenance. Definitions for immediate repairs and general repairs and maintenance are outlined below.

Regular inspections should be carried out to identify immediate repairs and general repairs and maintenance. The frequency of housing inspections is outlined below.

### Immediate repairs

Immediate repairs are those necessary to make a house safe and healthy to live in; where there is a direct threat of danger due to safety, health or security risks to the tenants of the premises and prompt action is required to relieve the situation. These repairs can include but are not limited to:

#### Electrical

- Power points/fittings are safe, not damaged, secured to the wall, and there are no exposed wires.
- Mains power to house has no exposed wires or damaged conduit/junction box

#### Gas

- No gas leaks
- Repair faulty regulators/appliances/controls

#### Significant water leakage

- Repair any significant water leaks within premises that leaves persistent water pooling, contributes to rotting of infrastructure or is a cause of depleting homeland water supply

Major sewerage overflow to internal premises

- Repair any major sewerage leaks, backup, or blockage from septics/systems.

### Response time for immediate repairs

Immediate repairs will be actioned within 48 hours of being reported to the service provider.

### General repairs and maintenance

Repairs and maintenance are any non-immediate repairs and scheduled maintenance required to keep housing to a safe standard for living.

For example repairs to:

- maintain power and prevent loss of power supply
- maintain water and/or sewerage to prevent leaks
- where a tenant/occupant is unable to gain access to the premises or secure the external access
- regular maintenance such as clearing of vegetation around house or termite treatment.

### Inspection schedule

Regular scheduled visits should be conducted to evaluate work required to ensure dwellings meet the minimum standard. Inspections should be carried out at least once in the first and once in second half of the year.

Category	Maintenance tasks
Structural	Check for and repair, rust, corrosion, rot, termite damage and other signs of structural deterioration.  Check for and fix water leaks.  Check for damage and correct operation of doors/windows in accordance with maintenance plan.
Plumbing	Inspect for and repair any water leaks.  Check operation of hot water systems and repair where necessary.  Check for and fix any damage to any waste water systems and ensure correct operation.

Electrical	<p>Test operation of RCD switch.</p> <p>Check connection of wires to earth stake.</p> <p>Check power points/fittings are:</p> <ul style="list-style-type: none"><li>• in working condition</li><li>• not damaged</li><li>• secured to walls/ceilings</li><li>• have no exposed wires.</li></ul> <p>Check there are no exposed cables.</p> <p>Mains power to premises is not damaged or has exposed wires.</p>
Gas	<p>Gas fittings are secured and working correctly.</p> <p>Check for and repair any leaks.</p>