

Homelands Services Group

2019-20 Homelands Program Guidelines



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1 Overview

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 legal, economic, social and cultural institutions on homelands.

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.

A town camp is an Aboriginal urban living area usually on Crown land which has been leased or granted to an Aboriginal community organisation for Aboriginal communal purposes, including use as a living area.

There are approximately 600 homelands and 45 town camps across the Territory.¹

In the 2018-19 financial year, 386 homelands and 43 town camps were funded under various homelands programs, with approximately 5000 - 6000 residents in 2573 dwellings benefiting from grant funding.²

Service delivery to homelands and town camps reflects the objectives of Northern Territory Government policy 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.

The Northern Territory Government is committed to improving services and living conditions on homelands and town camps. This will require the joint efforts of governments, landholders and residents, to all share responsibility for the future of homelands.

Homelands policies and guidelines will help to drive improved outcomes for Aboriginal Territorians residing in their homelands and town camps.

The Homelands Policy is currently under review with consultation from the public and is awaiting the outcome of the Policy Review Panel.

2 Homeland eligibility for funding

If a homeland or town camp is not currently funded, the residents can approach their service provider to find out if it is eligible for funding.

The service provider will contact the Department of Local Government, Housing and Community Development (the department) to consider this homeland or town camp for funding.

The service provider is responsible for notifying the resident/s once the department has approved the homeland or town camp to be funded, or advise if the location does not meet the required criteria.

If the service provider does not wish to take part in servicing an eligible homeland, another provider can be engaged. Where an alternative service provider is engaged, the department will make the final decision on the suitability of the provider.

¹ BushTel as at 26 June 2019

² Statistics from 2018-19 Annual Occupancy Survey Data

The following criteria is to be assessed in relation to the homelands and residents, in order to be considered for funding under the homelands programs.

A service provider, recognised under the homelands program, is willing to undertake the responsibility for servicing the homeland and is able to deliver services in a safe environment.

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; and
- residents must demonstrate how any school age children access education services.

If additional housing has been built on eligible homelands or town camps, upgrades to municipal and essential 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, town camps 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.

3 Funded homelands programs

The department offers grant funding for eligible homelands and service providers through the following homelands programs:

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

3.1 MES and HMS Funding

In July 2018, service providers were offered a five-year funding agreement for MES and HMS funding, with a schedule that lists the homeland/town camp, number of funded dwellings and the amount of funding the service provider will receive for the initial financial year. Each year the agreement will be varied to include the next financial year's funding allocation.

Executed funding agreements must be returned to the department by the date notified. If the funding agreement is not received by this date, the offer may be withdrawn and the funding may be allocated to other service providers.

Payments are released to services providers on a biannual basis, or by invoice once the funding agreement is duly executed by the service provider and department, and the department has determined the service provider is compliant with all financial and performance reporting requirements.

Funding for both MES and HMS 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 the Power and Water Corporation). Funding is reviewed each year and may change according to the number of homelands and dwellings included in the program.

The Homelands Services Group sends an annual occupancy and population survey to all service providers who deliver municipal, essential and housing maintenance services on homelands and town camps. This survey seeks information about the number of dwellings that are occupied and the number of people who live at each location funded through homelands programs.

A dwelling is considered permanently occupied if the residents live there most of the time, meaning 75-100 per cent of the time. Dwellings might only be seasonally occupied if the residents live their most of the time, at least 60-75 per cent of the time, as weather conditions may affect them from remaining or returning to their homeland. All dwellings that are permanently or seasonally occupied are eligible for funding.

In determining whether a dwelling is permanently occupied, the department will 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. If any dispute arises about the classification of the dwelling, the responsibility is on the resident to show that the dwelling is their principal place of residency.

The information provided in the occupancy survey by the service providers is verified by department Technical Officers. Technical Officers aim to do field visits and audits of completed works at each location, at least twice per year.

This forms the basis for allocating funds for the next financial year for municipal, essential and housing maintenance services on eligible homelands and town camps. The data provided in the occupancy survey is critical, as it is reflected in funding agreements which are legally binding contracts.

Any changes to the number of occupied dwellings leads to a variation of the funding agreements and allocation of funds.

Exceptions will be considered on a case-by-case basis for MES funding to maintain roads or protect infrastructure for homelands used for cultural or education purposes, but are not permanently occupied.

As per the NT Government's [Buy Local Plan](#), works for building related projects should be undertaken by a local NT business with CAL accreditation. Any exception to this must be approved by the Homelands Services Group.

The department has determined that the Australian Taxation Office (ATO) private tax ruling no. [1051410180505](#) in relation to the treatment of Goods and Services Tax (GST), is applicable to the MES and HMS programs. The ATO ruling provides that no taxable supply is made in the provision of some grant funding arrangements, and consequently there is no creditable acquisition from the recipient to the NT Government. All payments will be made without allowance for GST.

3.1.1 Municipal and Essential Services (MES) Program

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

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

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

The service provider must not, without the department's prior written consent:

- use more than 20 per cent of the MES funding for administrative costs and overheads directly involved with program delivery.

- use more than 50 per cent of the MES funding for paying salaries or wages for positions directly involved with program delivery.
- Use HMS funds for the delivery of MES services.

Eligible activities under the MES program are defined as follows:

Electricity, water and sanitation operation and maintenance	Assistance with operational costs and essential/routine repairs and maintenance to water, electricity and sanitation systems on homelands. 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 firebreaks	Essential and effective landscaping, dust control and fire breaks around infrastructure, including routine management and maintenance of ovals, parks and playgrounds in homelands.
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 buildings in homelands.
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 animal control).
Animal management	<p>Improve the health and welfare of animals by providing access to water, protecting housing or infrastructure from animals and providing veterinary and education programs in homelands.</p> <p>Uncontrolled dog populations in Aboriginal 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"> • Addressing the environmental conditions that can lead to the transfer of dog-carried diseases. • Regular treatment of parasites, ticks, worms, mange, and types of infectious diarrhoea. • Development and introduction of dog care and control education programs.
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.

3.1.2 Housing Maintenance Services (HMS) Program

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

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

The service provider must not, without the department's prior written consent:

- use more than 20 per cent of the Housing Maintenance Services funding for administrative costs and overheads directly involved with program delivery.
- use more than 50 per cent of the Housing Maintenance Services funding for paying salaries or wages for positions directly involved with program delivery.
- use MES funding to deliver HMS services.

3.2 Homelands Jobs Program

Service providers can apply for Homelands Jobs funding (formerly known as the Converted Jobs program) for the life of the MES and HMS funding agreement and helps to employ local Aboriginal people in homelands and town camps, to assist in the delivery of homelands programs.

Funding for Homelands Jobs is allocated by a formula. The funding amount is adjusted for the number of homelands and houses managed by the service provider and for homelands that are difficult to access. Funding is reviewed each year and may change according to the number of homelands and dwellings included in the program.

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. This is in order to increase local economic participation by offering employment and training opportunities to local residents.

Homelands Jobs is offered on the MES and HMS funding agreement. The funding schedule lists the number of jobs funded and the approved allocation for the service provider. Payments are also released to the service provider on a biannual basis, once the department has determined that the service provider is compliant with all financial and performance reporting requirements.

The department has determined that the Australian Taxation Office private tax ruling no. [1051410180505](#) in relation to the treatment of Goods and Services Tax (GST), is applicable to the Homelands Jobs program. The ATO ruling provides that no taxable supply is made in the provision of some grant funding arrangements, and consequently there is no creditable acquisition from the recipient to the NT Government. As such all payments will be made without allowance for GST.

Homelands Jobs funding is to be used to pay salaries/wages or upskilling Aboriginal staff directly involved with the delivery of homelands programs and is not to be used for administration costs.

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 animal 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 Essential Services Special Purpose Grants (MESSPG) - tasks associated with works within homelands. 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:

- Funded positions are used to employ local Aboriginal people from within the serviced homelands or town camps, unless the service provider can justify the reason for employing non Aboriginal employees.
- Funded positions are adequately managed and supervised within the organisation.
- Funded positions undertake a range of tasks and duties appropriate to the level of responsibility.
- The 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.

3.3 MES Special Purpose Grants (MESSPG) Program

Funding for the MESSPG program, (formerly known as the Capital Infrastructure Grant program) will continue to be available through an annual application process. This funding is to be used to complement the intent of the MES program and should be based on sound asset planning and maintenance cycles.

Town camps are not eligible for MESSPG funding.

It is recommended infrastructure and equipment registers and maintenance logs, required under the homelands programs, are checked before lodging applications. Information from these sources will be referenced to determine necessity and priority against any other homeland requirements.

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

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

From July each year, service providers are offered a two year MESSPG funding agreement with a schedule that lists the approved projects and the amount of funding the service provider will receive for the initial funding round. The agreement will continue to be varied to include each rounds approved allocation.

Executed funding agreements must be returned to the department by the date notified. If the funding agreement is not received by this date, the offer may be withdrawn and funding may be allocated to other service providers.

Full payment is released to the service providers, once the funding agreement is duly executed by the service provider and department, and the department has determined the service provider is compliant with all financial and performance reporting requirements.

All assets purchased or new/improved infrastructure using the MESSPG funds must continue to be used for the purpose of delivering municipal and essential services to communities funded under the homelands programs.

MESSPG funds are not to be used to pay for administrative costs and overheads or salaries/wages.

The department has determined that the Australian Taxation Office private tax ruling no. [1051410180505](#) in relation to the treatment of Goods and Services Tax (GST), is applicable to the MESSPG program. The ATO ruling provides that no taxable supply is made in the provision of some grant funding arrangements, and consequently there is no creditable acquisition from the recipient to the NT Government. As such all payments will be made without allowance for GST.

3.4 Homelands Extra Allowance (HEA) Program

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

Funding for the HEA program is only available through application and can be used for house improvements and upgrade, as agreed upon between the service provider and the resident.

Residents can apply for funding each year of the program, through their service provider. If a service provider is unable to do the work or does not wish to take part, another provider can be engaged. Where an alternative service provider is engaged, the department will make the final decision on the suitability of the provider.

HEA applications will be sought from 1 July each year until the program funds are exhausted. Letters of offer and funding agreements will be issued to service providers for the eligible applicants within approximately three months of application. The service provider will then carry out the agreed work on the approved applicants homes. Applicants will be notified of about the outcome and progress of their application through their service provider.

Each application is required to meet the following eligibility criteria:

- The house and homeland is funded through the Housing Maintenance Services (HMS) program in the current financial year. Town camps are not eligible for funding.
- The house is the applicant's principal place of residence and the applicant is not a primary or co-client (PC or CC) of NT Government's assisted housing.
- Children who live permanently on the homeland, attend school regularly.
- The applicant is contributing to the upkeep of the house, such as maintaining the home, homeland/town camp or paying service fees to the service provider.
- The applicant must be participating in the economy through paid work, community jobs schemes, training, registered volunteer work, receipt of an age, disability or carers 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.

Works that can be funded under this program can include:

- disability modifications
- uninterruptible Power Supply (UPS) or battery back up
- water and replacement of hot water systems
- sanitation systems
- electricity supply and maintenance
- increased occupational health and safety
- improved water and energy use – new, greener technology which is energy and cost effective
- termite treatment

- fencing around the house for security/safety
- insulation
- stock stoves
- extending living spaces.

The Homelands Extra Allowance is not for the purchase of consumables such as fuel, generators, gardening supplies, pathways, curtains, appliances, white goods and entertainment or audio visual equipment.

Residents cannot be provided material or tools with this funding, to complete trade specific works. It is up to the service provider if it agrees for a resident to complete works that don't require a qualified tradesperson and the service provider accepts responsibility for the quality of completed works.

HMS funding should be used first for urgent housing works or general repairs and maintenance works such as electrical works, water leaks, blocked toilets, taps, doors, windows, locks, lights and fans.

From 1 July each year, service providers are offered a two year HEA funding agreement with a schedule that lists the approved applicant names, homeland, house number, works required and the amount of funding the service provider will receive for the initial funding round. The agreement will continue to be varied to include each rounds approved allocation.

Executed funding agreements must be returned to the department by the date notified. If the funding agreement is not received by this date, the offer may be withdrawn and funding may be allocated to other service providers.

Full payment for the approved funding round is released to service providers once the funding agreement is duly executed by the service provider and department, and the department has determined the service provider is compliant with all financial and performance reporting requirements.

The service provider must not use more than 10 per cent of HEA funding for administrative costs and overheads directly involved with program delivery.

The department has determined that the Australian Taxation Office private tax ruling no. [1051410180505](#) in relation to the treatment of Goods and Services Tax (GST), is applicable to the HEA program. The ATO ruling provides that no taxable supply is made in the provision of some grant funding arrangements, and consequently there is no creditable acquisition from the recipient to the NT Government. As such all payments will be made without allowance for GST.

4 (Voluntary) Service Delivery Contribution/s or Fees

All service providers should encourage 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 the 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.

5 Performance Standards

These program guidelines and program funding agreements outline the requirements for performance standards under each of the homelands programs. 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 must utilise funding money to achieve the outcomes of the program.

In order to manage and assess service delivery and service provider performance, half yearly reporting templates have been developed by the department. These templates must be filled in and submitted to the department by the due date. The templates provide information that contribute to the department's assessment of performance. Where performance is assessed as requiring further review, the following areas may be examined:

- Service Delivery Plans (SDP)
- Complaints and complaints procedure
- Local employment numbers
- Communication procedure and performance (e.g. urgent items and SDP creation)
- Voluntary service delivery contribution fees (e.g. strategy and progress)
- Percentage of administration or salaries/wages costs
- 'Carry forward' or profile of expenditure against grants

5.1 Service Delivery Plans (SDP)

The Service Delivery Plan (SDP) is a plan for managing scheduled maintenance on each homeland's infrastructure and other assets used in the delivery of homelands program 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 minimum standards of service delivery for both the MES and HMS programs are achieved.

All service providers will be required to develop a SDP by collaborating 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.

5.2 Maintenance Logs

The Maintenance Log is used to record what work has been done on homelands. All scheduled and unscheduled work is to be entered into the Maintenance Log. An estimated cost of that work is to be included. The Maintenance Log is to be filled in on a regular basis.

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 using a system that already captures the information required of the Maintenance Log, that system will suffice as the Maintenance Log as long as it captures the following information. 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.

5.3 Infrastructure and Equipment Register (IER)

Service providers will be required to 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 their performance reporting. All new items funded with MESSPG are 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/ upgrade/ repair date
- Expected replacement/ upgrade/ repair cost
- Any relevant comment regarding condition, capacity, maintenance requirements, etc.

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

6 Reporting

Service providers must complete and submit all reports required as specified in these guidelines and in the funding agreement. If the department considers the form or content of a report is not adequate for its purposes, the department can request the service provider to submit a revised report within 30 business days (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 and/or persons authorised by the department
- the Commonwealth Auditor-General
- the Commonwealth Director of Evaluation and Audit or person(s) authorised by them
- homeland residents.

All reporting to the department must be submitted in electronic format by email to Homelands.Program@nt.gov.au

Enquiries regarding the performance against these programs should be directed to the Homelands Services Group on 1800 031 648 or Homelands.Program@nt.gov.au

Enquiries regarding the funding agreement or payment of grant funds against these programs should be directed to the Centralised Grants Management Unit on (08) 8999 8456 or Grants.DLGHCD@nt.gov.au

6.1 Financial and Performance Reporting

Service providers will be required to submit half yearly financial and performance reports on templates provided by the department for all homelands programs. Samples of each of these reports are provided at **Annexure A**.

Reports must be received by the department no later than 28 February and 28 August each year. To fully acquit funding, performance reporting must be submitted and assessed as satisfactory.

These reports are based on self-certification as to the accuracy and reliability of the information supplied.

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

6.2 Audited Specific Purpose Financial Reports (ASPFR)

Service providers that receive funding under one or more of the programs listed in this document are required to submit Audited Specific Purpose Financial Reports (ASPFR) 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.

ASPFR's are to be provided to the department by 15 November each year.

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

6.3 Unexpended Funds and Carry Forward Requests

If any funding remains unexpended at the end of each financial year, the service provider is to seek the department's approval to have the funding carried forward.

Service providers will be required to submit a carry forward request on the template provided by the department, for any unexpended homeland program funding by 28 August each year. The carry forward request template requires the following details, in order to be considered for approval by the department:

- the name of the funding program and homelands
- reasons the funding wasn't fully spent
- intended use of funds carried forward
- the amount to carry forward.

Service providers are expected to continue delivering the appropriate services to the remaining homelands with the unexpended funds, until receiving approval or further advice, in writing, by the department. This ensures works from previous financial years are not disrupted and continue to be delivered.

If approved, any carry forward amounts must be spent by 30 June the following year. If the carry forward is extensive, the department may opt to reduce the service provider's allocation for the following financial year to ensure the carry forward amount is fully spent.

If the carry forward request is not approved, the service provider is required to return an agreed amount of unexpended funds to the department.

Approved grant funding carry forward is to be shown in the half-yearly financial and performance reports 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 service provider.

7 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:

- The service provider breach any of the obligations under an agreement and the department considers that the breach cannot be rectified
- The service provider breach any of the 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

7.1 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 is 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 receives written notice to do so.

7.2 Withholding Payments

The department will withhold any or all of a funding payment if it is considered that the service provider:

- has not carried out specified activities in accordance with the funding agreement
- is 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 complied with requirements under any relevant Act such as the *Associations Act*, or the *Corporations Act* or non-compliant with the Australian Charities and Not-for-profit Commission

(ACNC) or the Office of the Registrar of Indigenous Corporations (ORIC) or have outstanding acquittals until the compliance issue is resolved

- 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 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.

8 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 the department in the investigation of the complaint.

On the department's request, the service provider must provide access to the service provider complaints register or copies of the 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.

Annexure A

1 Performance Reports

Service Delivery Plan templates will be sent to service providers to coincide with funding offers. The plans must 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 (IER)
- Maintenance log
- Service Delivery Plans (SDP)
- MES/HMS Financial report
- Homelands Jobs financial and performance report
- MESSPG financial and performance report
- HEA financial and performance report
- Occupancy Survey
- Carry forward requests

The following financial and performance reporting templates will be supplied to service providers and must be submitted to the department half-yearly. Reports should be submitted in the format supplied and not scanned or converted to a pdf document, unless it is a declaration page.

1.1 Infrastructure and Equipment Register (IER)

(Sample only)

Infrastructure and Equipment Register (IER)								
Contact Person Name: <input type="text"/> Phone Number: <input type="text"/> Email: <input type="text"/>					Do not try to change this document other than inserting data or extra rows in the table below. Contact the field officer in your region for assistance or contact Homelands Services by phone 1800 031 648 or email homelands.program@nt.gov.au			
This register provides a list of infrastructure and equipment on homelands. It includes infrastructure, plants and equipment funded through the MES Special Purpose Grants.								
Location Pick from drop down list	Category Pick from the drop down list	Infrastructure / Equipment Each asset should have it's own entry. Eg. if there are two bores each bore should have an entry	Description If a generator then include Kva rating. If a water tank then enter the size. Include ID / house number where relevant	Condition Pick from the drop down list	Installation Year	Estimated replacement/repair/upgrade year	Approximate Replacement / repair / upgrade Cost	Comments

1.2 Maintenance Log

(Sample only)

MES/HMS Maintenance Log							
1 July 2018 - 30 June 2019 Add new rows as required. Do not remove the data for maintenance works undertaken between 1 July to 31 December 2018							
<p>List all tasks that are undertaken throughout the financial year with the funding received from Homelands Services. Estimated expenditure will be compared with financial reports and requests to carry over funds.</p> <p>This log is mainly for works funded through MES and HMS. MESSPG and HEA financial and performance reports are provided on separate templates and including them is optional.</p>							
Date Work Completed	Location	Maintenance Category	Program	House Number (if relevant)	Description of Works Completed	Comments	Estimated Expenditure
							\$ -
							\$ -
							\$ -

1.3 Homelands Jobs Financial and Performance Report

(Sample only)

Homelands Jobs 2018-19 Financial and Performance Report 1 July 2018 - 30 June 2019 (YEAR TO DATE)				
Contact Person				
Name:		Phone number:		
Email:				
Funding Details				
2017-18 Carry Forward Amount	\$0.00	Amount spent as at 30 June 2019	\$0.00	
2018-19 Funding Income Amount	\$0.00	Unspent Funds	\$0.00	
Employee Information				
Name	Job Title	Location	Training Provided	Comments

1.4 MES/HMS Financial Report

(Sample only)

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
2018-2019 MUNICIPAL AND ESSENTIAL SERVICES AND HOUSING MAINTENANCE SERVICES
FULL YEAR FINANCIAL REPORT

ORGANISATION NAME: REPORTING PERIOD:

Half-Year Financial Report Due Date: 28 February 2019
 Full-Year Financial Report Due Date: 28 August 2019

Municipal and Essential Services and Housing Maintenance Services grants are to be used in accordance with the conditions as outlined in the program Funding Agreement and Program Guidelines.

All figures are to be GST exclusive and reported on an accrual basis.

	Housing Maintenance Services (Year To Date) \$	Service Delivery Contribution (Year To Date) \$	Municipal and Essential Services (Year To Date) \$
UNEXPENDED GRANTS BROUGHT FORWARD	\$ -		\$ -
NO DEFICITS TO BE BROUGHT FORWARD			
(Refer to your organisations previous year Accepted SPFR Letter and item 8 of the Funding Agreement.)			
Income (year to date)	\$	\$	\$
Service Fee Collected (e.g. Rent) (year to date)		\$ -	
Grant Income	\$ -		\$ -
Interest	\$ -	\$ -	\$ -
Service Charges		\$ -	
Other Income (Please specify below)	\$ -	\$ -	\$ -
<input type="text"/>			
Total Income (GST Exclusive)	\$ -	\$ -	\$ -
Expenditure (year to date)			
Salaries/ wages (staff directly involved with program delivery)			
Salaries/wages - Program Staff	-	-	\$ -
Total Salaries/wages	\$ -	\$ -	\$ -
(Salaries not to exceed 50% of grant amount)	% Calculated		% Calculated
Administration			
Administration staff salaries and human resource management	\$ -	\$ -	\$ -
Accounting and audit fees	\$ -	\$ -	\$ -
Equipment (e.g. computers, telephone, fax)	\$ -	\$ -	\$ -
Travel	\$ -	\$ -	\$ -
Fees and bills	\$ -	\$ -	\$ -
Repairs and maintenance (administrative buildings)	\$ -	\$ -	\$ -
Training, education, seminars	\$ -	\$ -	\$ -
Insurance for office buildings and equipment	\$ -	\$ -	\$ -
Insurance (homeland housing and equipment)	\$ -	\$ -	\$ -
	% Calculated		% Calculated
Total Administration	\$ -	\$ -	\$ -

MES/HMS Financial Report continued...

Direct Service Costs

Vehicles/Boats (repairs & maintenance)	\$ -	\$ -	\$ -
Plant and Equipment (repairs & maintenance)	\$ -	\$ -	\$ -
Fuel and Oil (vehicles, plant and equipment not electrical generation)	\$ -	\$ -	\$ -
Other Service Costs (please specify below)	\$ -	\$ -	\$ -

Total Vehicle, Plant & Equipment	\$ -	\$ -	\$ -
---	-------------	-------------	-------------

Housing Maintenance

Contractors Internal (total costs to deliver services)	\$ -	\$ -
Contractors External (total costs to deliver services)	\$ -	\$ -
Materials	\$ -	\$ -
Other Housing Maintenance Services (specify below)	\$ -	\$ -

Total Housing Maintenance Costs	\$ -	\$ -
--	-------------	-------------

Page 1 of 2

Municipal Services

Roads and Drainage	\$ -	\$ -
Waste Collection / Disposal	\$ -	\$ -
Parks and Gardens	\$ -	\$ -
Animal Control	\$ -	\$ -
Aerodrome	\$ -	\$ -
Other Municipal Services (please specify below)	\$ -	\$ -

Total Municipal Services	\$ -	\$ -
---------------------------------	-------------	-------------

Essential Services

Electricity	\$ -	\$ -
Water	\$ -	\$ -
Sewerage	\$ -	\$ -
Fuel for Electricity Generation	\$ -	\$ -
Total Essential Services	\$ -	\$ -

Total Municipal and Essential	\$ -	\$ -
--------------------------------------	-------------	-------------

TOTAL EXPENDITURE (GST Exclusive)	\$ -	\$ -	\$ -
--	-------------	-------------	-------------

SURPLUS / DEFICIT	\$ -	\$ -	\$ -
--------------------------	-------------	-------------	-------------

Unexpended or uncommitted grant funds as at 30 June 2019 must be returned to the department unless the organisation has obtained written approval to carry forward these funds.

PLEASE NOTE:

Homelands Jobs, Municipal and Essential Services Special Purpose Grants (MESSPG) and Homelands Extra Allowance (HEA) are not to be included on this MES/HMS report.

This financial reporting template is not to be submitted as an Audited Specific Purpose Financial Report (ASPRF).

Comments:

Page 2 of 2

1.5 Service Delivery Plan (SDP)

(Sample only)

SERVICE DELIVERY PLAN (Example)			
SERVICE PROVIDER		COMMUNITY ID	
DATE OF VISIT		POPULATION ON DAY OF VISIT	
COMMUNITY NAME			
PURPOSE OF DOCUMENT	ESTABLISH THE SERVICE DELIVERY PLAN IN CONSULTATION WITH RESIDENTS		
TABLE OF AGREED RESPONSIBILITIES			
Service	SERVICE PROVIDER WILL UNDERTAKE	ESTIMATED COST	RESIDENTS AGREED RESPONSIBILITY
MUNICIPAL			
WATER			Check bore pumps
ROADS			
POWER	PERIODIC MAINTENANCE		Check oil and fuel / clean solar panels
COMMUNITY RUBBISH	CLEAR THE TIP AREA		
COMMUNITY FIREBREAK			Slash firebreaks
HOUSING			
Housing general repairs including agreed items per house such as; hot water, water, electricity – GPOs, lights working, toilet and cistern working, taps working, insurance, pest control and upgrading the house	ALLOWANCE FOR GENERAL REPAIRS		Turns off taps Clear cobwebs
House 1			
House 2			
House 3			
House 4			
VISITS BY SERVICE PROVIDER	AT LEAST 2 VISITS PER YEAR WHEN WE DROP IN TO MEET WITH RESIDENTS AND CONDUCT JOINT INSPECTIONS		
		TOTAL:	0

1.6 Municipal and Essential Services Special Purpose Grant (MESSPG) Financial and Performance Report

(Sample only)

Municipal and Essential Services Special Purpose Grant (MESSPG) Performance and Financial Report

Reporting Period

Person to contact with any inquiries about this report

Service Provider

Contact
Person

Number:

Email:

Reference	Location	Project Components and Location	Capital Grant Amount	Progress to Date	Expenditure to Date	Balance of Project Funds
						\$0
						\$0
Totals			\$ -	\$ -		\$ -

ADDITIONAL COMMENTS

1.7 Homelands Extra Allowance (HEA) Financial and Performance Reports

(Sample only)

**2019-20 Homelands Extra Allowance (HEA)
Financial and Performance Reporting
1 July - 31 December (1st Half) - Due 28 February
1 July - 30 June (2nd Half) - Due 28 August**

Service Provider contact person for enquiries about this report	
Contact Name:	
Phone:	
Email:	

Contact 1800 031 648 or email Homelands.Programs@nt.gov.au if you have any queries regarding this report.

Funding Round/ Financial Year	Number of Approved Applications	Approved Amount (GST Exclusion)	Unspent Amount as at 30 June 2019	Departments Comments	Service Provider Comments
Carry forward from previous years	N/A	\$0	\$0.00		
201X-XX Round X	0	\$0	\$0.00	Note: admin expenditure not to exceed 10%	
201X-XX Total	0	\$0	\$0.00		

Tips:

- White sections are for you to complete.
- Grey sections have been autofilled for your convenience.
- Do not include any HMS, MES, Homelands Jobs or MESSPG expenditure in this report.
- Please do not alter this report or combine income and expenditure.
- Please provide comments if something changes i.e homeland, house number, additional works requested, house abandoned/vacant etc.

OUTSTANDING WORKS FROM 2013-19 THAT HAVE NOT YET BEEN REPORTED AS 'COMPLETED'. Do not alter this section, can highlight although provide any changes/ comments in column L.							Ensure to complete these columns for satisfactory reporting. Hover over column headers to reveal tips on how to accurately report.				
Homeland ID	Homeland Name	House ID	Applicant Name	Approval Round/ Year	Works Requested on Application Form	Approved Allocation Amount	Completion Status	List Actual Works Completed to date, with this allocation	Unspent Funds (Must complete)	Schedule 3 Declaration Completed	Comments
Total Unspent Funds									\$0.00		

Homelands Extra Allowance Profit & Loss Financial Statement

(Sample only)

Please insert a copy of your P&L Statement for Homelands Extra Allowance in this sheet (must include the administration component) or use the below example.

<Organisation name>

<ABN Number>

<Postal Address>

<Postal Address>

1 July 2018 - 30 June 2019

HOME EXTRA ALLOWANCE

Income

Unexpended HEA from previous years	\$0.00
Grant Funding 2018-19	\$0.00
Total Income	\$0.00

Expenditure

Administration/overheads (not to exceed 10%)	\$0.00
Materials	\$0.00
General Contractors	\$0.00
Total Expenditure	\$0.00
Net Profit/(Loss)	\$0.00

1.8 Carry Forward Requests

Homelands Programs Carry Forward Requests

(Sample only)

Please complete the relevant sections of the table below to request any leftover funds from the 2018-19 financial year, to be carried over to the 2019-20 financial year. Please submit by 28 August 2019 to Homelands.Program@nt.gov.au

All amounts below are to be GST exclusive			
Grant Program	Reason why funding was not spent	Intended use of funds carried forward	Amount to be carried forward
Municipal and Essential Services (MES) (including MES Town Camps)			
Housing Maintenance Services (HMS)			
Homelands Jobs Program			
Municipal and Essential Service Special Purpose Grants (MESSPG)			
Homelands Extra Allowance (HEA)			
Total Carry Forward Request			
Service Provider Name:			
CEO/ Director Name:			
CEO/ Director Signature:			
Date:			

1.9 Occupancy Survey

(Sample only)

[illegible]

Annexure B

1 2019-20 Audited Specific Purpose Financial Reports (ASPFR)

Below are templates that service providers can use for annual specific purpose audited reports.

1.1 ASPFR Audit Opinion Template

The Audit Opinion should be provided on the auditor's letterhead.

Audit Opinion Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR) <Service provider name>

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 service provider has complied with the provisions as outlined in the Funding Agreement.

.....
(Auditor signature)

.....
Date

1.2 ASPFR Certification Template

The certification should be provided on the service provider's letterhead.

Certification

Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR)

<Service provider name>

I (name) the (position title) of (name of service provider) 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 service provider.

.....

CEO / Director / Housing Manager

.....

Date

1.3 HMS ASPFR Template

Housing Maintenance Services (HMS)

Income and Expenditure Statement

Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR)

<Service provider name>

HMS INCOME	
Grant Income HMS	
Grant Income HMS Town Camps	
Interest	
Service Contribution Fees	
Other Income	
Total Income	
HMS EXPENDITURE	
Wages <i>(not to exceed 50%)</i>	Show all wages expenditure for full-time and part-time positions directly involved in the delivery of housing maintenance services.
General Administration and Operating Costs (Overheads) <i>(not to exceed 20%)</i>	<ul style="list-style-type: none"> • Salaries for administration and office staff • Accounting and bank fees • Audit fees • IT Equipment (Computer, printer) • Recruitment • Telephone and fax • Vehicle registrations • Travel allowance • Fares out of isolated locations • Insurance • Electricity costs (head office only) • Rates • Attendance at related meetings and seminars • Training and Education • Repairs and Maintenance to: Administration Buildings, Workshops, etc. Plant and Equipment
Housing Maintenance Services expenditure by homeland	<ul style="list-style-type: none"> • Electrical • Plumbing / Gas • Carpentry • Structural • Glazing • Pest Control • Contractors • Materials purchased
Sub Total Expenditure - HMS	
Sub Total Expenditure - HMS T/C	
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous	
Reconciled Trust Account Balance	

1.4 MES ASPFR Template

Municipal and Essential Services (MES)

Income and Expenditure Statement

Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR) <Service Provider Name>

MES INCOME	
Grant Income - MES	
Grant Income - MES Town Camps	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
MES EXPENDITURE	
Wages <i>(not to exceed 50%)</i>	Show all wages expenditure for full-time and part-time positions directly involved in the delivery of municipal and essential services.
General Administration and Operating Costs (overheads) <i>(not to exceed 20%)</i>	<ul style="list-style-type: none"> Accounting and bank fees Audit fees IT Equipment (Computer, printer) Recruitment Telephone and fax Vehicle registrations Travel allowance Fares out of isolated locations Insurance Electricity costs (head office only) Rates Attendance at related meetings and seminars Repairs and Maintenance to: Administration Buildings, Workshops, etc. Plant and Equipment Training and Education
Municipal and Essential Services expenditure by homeland	<ul style="list-style-type: none"> Motor vehicle or boat Repairs and maintenance fuel Roads and drainage Waste collection / disposal parks and gardens Animal control Aerodrome Electricity Other services Fuel for electricity generation water: Bores and associated solar systems, tanks, tank stands, water reticulation, water pipes Carting of water Sewerage and septic
Sub Total Expenditure - MES	
Sub Total Expenditure - MES Town Camps	
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous year	
Reconciled Trust Account Balance	

1.5 Homelands Jobs ASPFR Template

Homelands Jobs Income and Expenditure Statement Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR)

<Service provider name>

INCOME	
Grant Income	
Interest	
Other Income	
Total Income	
EXPENDITURE	
Salaries/ wages <i>(not for administration or overhead costs)</i>	List all full-time and part-time positions and their salaries/wages, training and qualifications expenditure directly funded under Homelands Jobs for the delivery of homelands programs.
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous year	
Reconciled Trust Account Balance	

1.6 MESSPG ASPFR Template

Municipal and Essential Services Special Purpose Grants (MESSPG)

Income and Expenditure Statement

Year Ended 30 June 2020

2019-20 Audited Specific Purpose Financial Reports (ASPFR)

<Service provider name>

INCOME	
Grant Income	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
EXPENDITURE	
Municipal and Essential Services Special Purpose Grants	List by each project number and expenditure for all carried forward and current projects <i>Note: not for administration/ overhead costs or salaries/wages</i>
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous year	
Reconciled Trust Account Balance	

1.7 HEA ASPFR Template

Homelands Extra Allowance (HEA)**Income and Expenditure Statement****Year Ended 30 June 2020****2019-20 Audited Specific Purpose Financial Reports (ASPFR)****<Service provider name>**

HEA INCOME	
Grant Income	
Interest	
Service Contribution Fee	
Other Income	
Total Income	
HEA EXPENDITURE	
General Administration and overheads costs to deliver HEA program <i>(not to exceed 10%)</i>	<ul style="list-style-type: none"> • Accounting and bank fees Audit fees • IT Equipment (Computer, printer) Recruitment • Telephone and fax Vehicle registrations Travel allowance • Fares out of isolated locations Insurance • Electricity costs (head office only) Rates • Attendance at related meetings and seminars • Repairs and Maintenance to: Administration Buildings, Workshops, etc. Plant and Equipment • Training and Education
Homelands Extra Allowance	<ul style="list-style-type: none"> • Disability modifications • Uninterruptible Power Supply (UPS) or battery back up • Water and replacement of hot water systems • Sanitation systems • Electricity supply and maintenance • Increased occupational health and safety • Improved water and energy use – new, greener Technology which is energy and cost effective • Termite treatment • Fencing around the house for security/safety • Extended living spaces • Materials purchased • Contractors
Total Expenditure	
Surplus / Deficit	
Balance brought forward from previous	
Reconciled Trust Account Balance	

Annexure C

1 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, sanitation, 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.

1.1 Emergency plans

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

- actions 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 in which the service provider is located, emergencies covered under the plan could include bushfires, floods and cyclones.

1.2 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.

1.3 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.

1.4 Contact details

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

1.5 Communication plans

Communications that contributed to creation of the SDP, and subsequent communication that documents service delivery responses must be recorded by the service provider and made available to view upon request. This includes items such as requests for urgent repairs for example.

2 Minimum Standards - MES

2.1 Definitions

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

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

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

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

3 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.

Category	Minimum Service Delivery Tasks/ Standard
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.

3.1 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.

3.2 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 where 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 septic systems.

3.3 Response time for immediate repairs

Immediate repairs will be actioned within 48 hours of being reported to the service provider, or as soon as practically possible if access is not possible for cultural reasons or weather events.

3.4 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.

3.5 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 half of the year and once in second half of the year.

Category	Maintenance tasks
Structural	<p>Check for, and repair rust, corrosion, rot, termite damage and other signs of structural deterioration.</p> <p>Check for, and fix water leaks.</p> <p>Check for damage and correct operation of doors/windows in accordance with maintenance plan.</p>
Plumbing	<p>Inspect for, and repair any water leaks.</p> <p>Check operation of hot water systems and repair where necessary.</p> <p>Check for, and fix any damage to any waste water systems and ensure correct operation.</p> <p>Check for, and fix sewerage or septic leaks, blockages or backup from septic systems.</p>
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"> • in working condition • not damaged • secured to walls/ceilings • have no exposed wires. <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>

Enquiries

For queries regarding these programs please contact the Homelands Services Group on Homelands.Program@nt.gov.au or phone 1800 031 648.

Website www.dlghcd.nt.gov.au