



# MINISTRY OF SOCIAL DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA

## OUTCOME AGREEMENT

between

**Ministry of Social Development**

and

**Student Job Search Aotearoa Incorporated**

<b>Contract Name</b>	Contract between the Ministry of Social Development and Student Job Search for the delivery of employment services for students
<b>Contract Number</b>	NATO-22-00053
<b>Commencement Date</b>	1 July 2021
<b>Term</b>	2 years with the potential to extend by a further 12 months up until 30 June 2024
<b>Expiry Date</b>	30 June 2023
<b>Total Contract Value (excluding GST)</b>	<b>\$7,032,800.00 (over two years)</b>

*Outcome Agreement between the Ministry of Social Development (Work and Income) and Student Job Search Aotearoa Incorporated*

*1 July 2021 to 30 June 2023*

Outcome Agreement Number: NATO-22-00053

Provider Number: NATO-04207

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# Master Outcome Agreement

## Parties

The Sovereign in right of New Zealand acting by and through the Chief Executive of the Ministry of Social Development (**Purchasing Agency**).

**Student Job Search Aotearoa Incorporated** registration number 291777 having its registered office at Level 8, Grand Avenue, 84 Boulcott Street, Wellington (**Provider**).

## Background

- A In July 2019 the Purchasing Agency entered a one-year contract NATO-20-00558 with the Provider covering the period 1 July 2019 through to 30 June 2020 (inclusive). The Provider has a long contract history with the Purchasing Agency, having received Crown funding to deliver employment assistance services to Tertiary Students nationally since 1992.
- B Prior to COVID-19, the Purchasing Agency was on track to have a new longer running contract with the Provider in place by 1 July 2020. The economic uncertainty created by COVID-19 resulted in the Purchasing Agency putting in place two six-month short-term variations (the first variation extending the contract from 1 July 2020 to 31 December 2020 and the second variation extending the contract from 1 January 2021 to 30 June 2021) to allow both parties more time to better understand the new operating context and potential performance implications.
- C The current contract is intended to run from 1 July 2021 to 30 June 2023 with the annual target to be set at achieving 27,000 placements per year, expected earnings of \$75m per annum and achieve annual income revenue of \$351,640,00 representing 10% of the total contract value.
- D The Provider is to be paid under this contract \$3,516,400 per annum with this payment being spread across four quarterly payments of \$879,100 each contract year.
- E The Services will be provided to the Purchasing Agency under Service Schedules entered by the Parties and governed by the terms and conditions set out in this Master Outcome Agreement and each Service Schedule.

## Introduction

- F The Framework Terms and Conditions (2<sup>nd</sup> edition) are part of this Master Outcome Agreement and the Service Schedules. The Framework Terms and Conditions are available at [www.procurement.govt.nz](http://www.procurement.govt.nz).
- G The Purchasing Agency engages the Provider to provide the Service/s on the terms of this Master Outcome Agreement (including the Framework Terms and Conditions) and each Service Schedule.

## It is agreed:

### 1 Relationship between this Master Outcome Agreement and the Framework Terms and Conditions

Outcome Agreement between the Ministry of Social Development (Work and Income) and Student Job Search  
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1.1 This Master Outcome Agreement and any associated Service Schedule are deemed to incorporate and be governed by the Framework Terms and Conditions. Except as expressly varied in this Master Outcome Agreement, the Framework Terms and Conditions remain in full force and effect.

1.2 Unless the context otherwise requires, all terms defined in the Framework Terms and Conditions have the same meaning in this Master Outcome Agreement and each Service Schedule, except that:

1.2.1 references in the Framework Terms and Conditions to an 'Outcome Agreement' are deemed to be references to this Master Outcome Agreement; and

1.2.2 the following additional terms are defined for the purposes of this Master Outcome Agreement:

- i. **Accreditation Status** means accreditation at levels 1 to 5 under the Ministry of Social Development's (MSD) Social Sector Accreditation Standards.
- ii. **Master Outcome Agreement** means this master outcome agreement and includes the Service Schedule.
- iii. **Services** means the services to be provided by the Provider to the Purchasing Agency as set out in the Service Schedules.
- iv. **Service Schedule** means a service schedule listed in the Index of Service Schedules, as updated from time to time, detailing the Services.
- v. **Service Specification / Service Guideline** means a specification / guideline listed on the Purchasing Agency's website and referenced in a Service Schedule. Service Specifications / Service Guidelines form a legal part of a Service Schedule. Each Service must be delivered in accordance with the relevant Service Specification / Service Guideline.
- vi. **SSA Team** means a team within the Ministry of Social Development responsible for assessing whether a provider has established and maintained minimum standards of business operations and service delivery at an organisational level in accordance with the SSA Standards; and
- vii. **SSA Standards** means the Social Sector Accreditation Standards developed by the Ministry of Social Development.

1.3 The Introduction above forms part of this Master Outcome Agreement and Service Schedule.

## 2 Term of this Master Outcome Agreement

2.1 This Master Outcome Agreement will commence on 1 July 2021 and end on 30 June 2023 unless extended pursuant to clause 2.2 or terminated earlier in accordance with clause 11 of the Framework Terms and Conditions.

2.2 The Purchasing Agency may extend the term of this Master Outcome Agreement for further periods by giving the Provider notice it wishes to extend the term at least 30 days before the date when the term would otherwise expire, provided that this Master Outcome



Agreement may extend by at least one additional year if the Provider's performance meets the performance measures specified within this Master Outcome Agreement as determined by the Purchasing Agency.

### **3 Services**

- 3.1 The Provider will provide the Services as set out in the Index of Service Schedules attached to this Master Outcome Agreement.
- 3.2 In providing the Services, the Provider will meet or exceed any performance measures set out in the Service Specifications / Service Guidelines. The performance measures will be used to determine whether the Provider has been successful in delivering each Service in accordance with each Service Schedule so as to contribute toward achieving the Outcome(s) linked to each Service.
- 3.3 In providing the Services, the Provider must follow the reasonable directions of the Purchasing Agency. Such directions must be consistent with the terms of this Master Outcome Agreement and each Service Schedule.

### **4 Payment**

- 4.1 Subject to the Purchasing Agency's rights under the Framework Terms and Conditions relating to the recovery, reduction or suspension of Payments, the Purchasing Agency will pay the Provider for the Services the amounts, and at the times specified, Service Schedule D

### **5 Contract Management**

- 5.1 The contract management arrangements for each Service Schedule, including monitoring and reporting, are set out in each of the Service Schedules.
- 5.2 The Provider and Purchasing Agency will comply with all applicable obligations under each of the Service Schedules.

### **6 New IP**

- 6.1 If, contrary to the intellectual property clauses in the Framework Terms and Conditions, any New IP is to be owned by the Purchasing Agency, it will be recorded in the relevant Service Schedules.
- 6.2 Any agreed uses of New IP will be recorded in each of the relevant Service Schedules.

### **7 Publications and No Derogatory Remarks**

- 7.1 The Provider must obtain the Purchasing Agency's prior written approval before making reference to the Purchasing Agency or this Master Outcome Agreement in its publications, public statements, promotional material, or promotional activities.

- 7.2 Each Party undertakes not to publicly make objectionable or derogatory comments about the Services, this Master Outcome Agreement, or the other Party or any of the other Party's Personnel and to ensure that its Personnel do not do so.

## 8 Privacy of Personal Information

- 8.1 The details of any personal information that will be shared between the Purchasing Agency and the Provider, and any agreed approach to the management of such information, are recorded in each Service Schedule.

## 9 Relationship Managers and Contact Details

- 9.1 Contact details for each Party's Relationship Manager are set out below:

### Purchasing Agency:

Relationship Manager: s9(2)(a) OIA  
Designation: Team Manager, National Contracts  
Postal address: PO Box 1556, Wellington  
Physical address: Level 67, The Aurora Centre  
56-66 The Terrace  
Wellington 6011  
Email address: s9(2)(a) OIA @msd.govt.nz  
Phone number: s9(2)(a) OIA

### Contract Administration and Invoice Contact

Designation: s9(2)(a) OIA  
National Contracts Advisor  
National Contracts  
Address: PO Box 1556  
Wellington 6140  
Email address: s9(2)(a) OIA @msd.govt.nz

### Provider:

Relationship Manager: Suzanne Boyd  
Designation: Chief Executive Officer  
Physical address: Level 8, Grand Avenue, 84 Boulcott Street,  
Wellington  
Email address: s9(2)(a) OIA @sjs.co.nz  
Phone number: s9(2)(a) OIA

## 10 Accreditation Status

10.1 The Provider shall maintain its required Accreditation for the provision of Services for the term of this Master Outcome Agreement.

10.2 The Purchasing Agency shall disclose to the Provider any changes to the SSA Standards.

10.3 If the Provider's Accreditation is suspended, each Service Schedule will be suspended with immediate effect until such time that the Provider's Accreditation is reinstated.

10.4 If the Provider's Accreditation is revoked or relinquished this Master Outcome Agreement and associated Service Schedule/s will come to an end with immediate effect.

10.5 The Purchasing Agency may request the SSA Team to conduct an Accreditation Review of the Services or the Provider's practices, operational and financial policies, procedures and systems in accordance with clause 5 of the Framework Terms and Conditions.

10.6 The SSA Team will:

10.6.1 give the Provider at least two Business Days' notice of any Accreditation Review;

10.6.2 visit on Business Days and during working hours or such other reasonable times depending on the matter being reviewed; and

10.6.3 provide the Provider with a copy of any report produced as an outcome of the Accreditation Review.

10.7 The following table sets out the regular audits and Accreditation Reviews that the Purchasing Agency will carry out:

<b>Audit or Accreditation Review:</b>	<b>Review Cycle Frequency</b>
<b>Social Sector Accreditation Standards Level</b>	<b>(risk dependent)</b>
Level One	6 months
Level Two	2 years
Level Three	2 – 3 years
Level Four (Self-Assessment)	2 years
Level Five (Self-Assessment)	As required

## 11 Health and Safety

11.1 The Provider will:

- (a) Consult cooperate and coordinate with the Purchasing Agency to the extent required to ensure both parties comply with their respective obligations under the Health and Safety at Work Act 2015 as they relate to this Master Outcome Agreement and any Service Schedule.



- (b) Perform its, and ensure that its Personnel perform their, obligations under this Master Outcome Agreement and any Service Schedule in compliance with its and their obligations under the Health and Safety at Work Act 2015.
- (c) Comply with all reasonable directions of the Purchasing Agency relating to health, safety, and security.
- (d) Report any health and safety matters, as determined by:
  - i. the SSA Standards (for Levels 1 to 54 Services),
  - ii. the Purchasing Agency's policy, or
  - iii. any notice issued under the Health and Safety at Work Act 2015 to the Purchasing Agency to the extent that it relates to, or affects, this Master Outcome Agreement or any Service Schedule.

11.2 Unless specified in the Incident Reporting section of the associated Service Specification / Service Guideline, any health and safety matters reported to the Purchasing Agency should be sent to the Relationship Manager identified in clause 8 of this Master Outcome Agreement.

## 12 Notice of Termination without Cause

12.1 Despite clause 11.1 of the Framework Terms and Conditions, the Purchasing Agency may terminate this Master Outcome Agreement and any related Service Schedule by giving the Provider not less than six months prior written notice (or such other period agreed by the parties in writing).

### Signatures

#### Ministry of Social Development

Signed by Marama Edwards

DCE, Maori Communities and Partnerships

I have a delegation under Schedule 6 clause 2 of the Public Service Act 2020 to sign for the Ministry of Social Development

Signed

Date

#### Student Job Search Aotearoa Incorporated

I have authority to sign for Student Job Search Aotearoa Incorporated and confirm this agreement has not been altered from what was last provided by the Purchasing Agency.

Signed by Suzanne Boyd

Position: Chief Executive Officer

Signed

Date 19 July 2021

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RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

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## Index of Service Schedules

**Service Schedule A:** Services, Outcomes to be achieved, and performance measures

**Service Schedule B:** Monitoring by the Purchasing Agency

**Service Schedule C:** Regular reporting by the Provider

**Service Schedule D:** Payment for Services

### Service Schedule A – Services, Outcomes to be achieved, and performance measures

<p><b>Outcome (Population)</b></p>	<p>The Service/s in this Outcome Agreement provided by the Provider are to contribute towards the Purchasing Agency's purpose of:</p> <p><b>Manaaki tangata, Manaaki whanau</b></p> <p>We help New Zealanders to be safe, strong, and independent where:</p> <ul style="list-style-type: none"> <li>• New Zealanders get the support they require</li> <li>• New Zealanders participate positively in society and reach their potential</li> <li>• New Zealanders are given the support they need to get into work and get sustainable employment</li> <li>• There is a focus on equity for Maori</li> <li>• There is a reduction in the number of people in hardship or insecure housing.</li> </ul> <p><b>Te Pae Tawhiti – Our Future</b></p> <ul style="list-style-type: none"> <li>• To deliver on the Purchasing Agency's outcomes and see positive changes in the wellbeing of people, whanau, families and communities we serve</li> </ul> <p><b>Kotahitanga – Partnering for greater impact</b></p> <p>We are stronger when we work together. Strength comes from working collectively with others – government agencies, whanau, families, hapu, iwi, providers and community.</p>				
Detailed Service Description	Service Location	Start Date	End Date	Volume	Outcome Agreement Price
Placing students into employment	Nationwide	1 July 2021	30 June 2023	27,000 placements per annum	\$7,032,800.00
<b>Total Agreement Price</b>					<b>\$7,032,800.00</b>

Please note these payments exclude GST. However, payments for GST registered providers will have GST added subject to the terms and conditions of this Agreement.

## **1. Target Group**

- 1.1 The service offered by the Provider must be available to all students enrolled or intending to enrol at tertiary education providers (as defined in the Education Act 1989 and its amendments) which have been recognised by the Tertiary Education Commission under section 159 for funding purposes and access to the Student Loan Scheme and Student Allowances. This includes students from Universities, Polytechnics, Wananga, Private Training Establishments and Secondary Schools.
- 1.2 Support will be given to assisting students on the JobSeeker Student Hardship Allowance to ensure that they are aware of employment opportunities while they are receiving this allowance over the summer breaks of both October 2021 to February 2022 and October 2022 to February 2023. This includes providing prioritised assistance to any student receiving this allowance including application support.
- 1.3 In line with their Strategy FY20-22, the Provider, will aim to achieve equity for students who may have traditionally been disadvantaged entering the labour market (including Maori and Pasifika students). This means providing students who may require extra support, in order to secure employment, access to services appropriate to their needs.
- 1.4 The Provider will register, at no charge, tertiary students who are enrolled at approved tertiary education providers and secondary school students intending to enrol with an approved tertiary education provider at any time of the year.

## **2 Service Delivery**

- 2.1 The Provider will:
  - list and/or enable employers to list as many jobs that are suitable for students as possible.
  - enable students to apply for those jobs at [www.sjs.co.nz](http://www.sjs.co.nz)
  - refer students who meet the employer's requirements to the employer
  - record and report the employment outcomes based on information provided by the employer and/or the student.
- 2.2 Employers may register online at [www.sjs.co.nz](http://www.sjs.co.nz) by calling Student Job Search on 0800 757 562 or via email. Students must register online at [www.sjs.co.nz](http://www.sjs.co.nz) All students and employers registering with Student Job Search will be provided with a unique Student Job Search number. The Provider does not require evidence of Tertiary involvement from students; however, the Provider requests the student to confirm they are currently studying or have recently completed study at an approved Tertiary provider.
- 2.3 The Provider will be assisting students to:
  - (a) gain skills and experience to enhance their longer-term employability
  - (b) take steps towards achieving financial independence.

To enhance the achievement of these goals, the Purchasing Agency may work with the Provider, so it is aware of the nature and timing of employer needs where shortfalls in skilled staff are identified.

- 2.4 The Purchasing Agency and the Provider will work collaboratively adopting a flexible approach to provide the best possible employment outcomes for students by ensuring they are fully informed of their obligations and responsibilities in receiving assistance from both agencies.
- 2.5 The Provider will strive to continuously improve service delivery and increase the value of the services to the Purchasing Agency and wider Government. During the course of this Master Outcome Agreement, service delivery changes and improvements may be trialed, piloted, monitored and reported. The learnings from these may be incorporated into the Service Delivery description and/or Key Performance Indicators.

### 3 Performance Indicators

- 3.1 To assess performance, the following Key Performance Indicators (KPIs) will be measured throughout the term of the Master Outcome Agreement. The Provider will:
- (a) Achieve greater than 27,000 placements into work each year and
  - (b) Achieve student earnings greater than \$75 million
  - (c) Proactively engage with Students on the Job Seeker Student Hardship Allowance. This includes reporting on the number of these students who are registered with Student Job Search and placing these students into work during the summer breaks (October 2021 to February 2022 and October 2022 to February 2023).
  - (d) Actively demonstrate a drive to help students achieve sustainable employment: Evidenced by the monthly reporting capturing the category (e.g. one-off recurring part-time, casual, full-time, internship, graduate role etc) of employment vacancies.
  - (e) Have a strong focus on Business Development, including engagement with the Provider and the Purchasing Agency's Regional Labour Market Managers across the country and with the Industry Partnerships team and employers of strategic significance.
  - (f) Achieve income revenue earnings of \$175,820 in year one of the contract and \$246,148 in year two of the contract, representing 5% of the annual amount of the MSD contract value of \$3,516,400 in year one and 7% in year two. Reporting provided will show the provider proactively developing alternative sources of revenue across both the government and private sector with a progress update reported in the Provider's monthly meeting.

Progress against these targets will be reported as set out in Service Schedule C, or as otherwise agreed by the Parties. In addition, the Provider will report the quarterly ratio of potential earnings against their funding for that quarter.

## Service Schedule B: Monitoring by the Purchasing Agency

Service	Monitoring Activity	Time and frequency of monitoring activity
		The Provider and the Purchasing Agency's day-to-day contacts will engage at least quarterly to discuss the following:  (a) The performance of the Provider against the Key Performance Indicators for the current year and if required any strategies to improve performance in these areas.  (b) Any variations proposed by the Purchasing Agency and/or Provider regarding the current terms and conditions of this agreement, including the Key Performance which the Provider's performance will be measured against.  (c) Any other matters that have arisen throughout the contract term that should be addressed.  (d) The Provider's Chief Executive will meet with the Purchasing Agency's Relationship Manager annually in February (or other such time agreed between the Parties) to review strategy and performance.
	To include a mix of both face-to-face meetings and some phone/email engagement.	

## 4 Development of Strategic Partnerships

- 4.1 Both Parties will seek to build strategic relationships where each organisation works to collaboratively maximise employment opportunities.

## 5 Service Schedule C - Regular reporting by the Provider

- 5.1 Reports and information will be provided by the Provider to the Purchasing Agency within the required timeframes as set out in this Master Outcome Agreement. The Purchasing Agency's Relationship Manager will e-mail electronic copies of the reporting templates to the Provider. The records to be kept and reports to be submitted are listed below:

Report name	Details to be included in the report	Time and frequency of reporting
Monthly Milestone Report	Progress against the Key Performance Indicators and commentary against general performance, risks, issues,	To be provided within 5 working days of the end of the month.



	highlights, and opportunities as appropriate.	
Financial Report	Financial accounts detailing income and expenditure and end-of-year forecasts.	To be provided quarterly and included with the monthly milestone report.
Audited Accounts	These Audited Accounts will detail income, expenditure, and balances for the financial year up to 30 June of each contract year.	16 December – due on this date for each year of the contract.

## 5.2 Reporting to include:

- Number of students registered with the service quarterly and a geographical breakdown of where they are seeking employment (location, not institution)
- Total number of placements into work each year (reported year to date).
- Number of unique students placed into work each year (reported year to date)
- Number of placements/listings by industry
- Number of jobs sorted by salary bands. Bands to be agreed between the parties.
- Student demographics with a focus on equity for all groups especially Maori and Pasifika (where ethnicity is known).
- Specific reporting on the number of work placements for both Maori and Pasifika (where ethnicity is known)
- Student Job Search Engagement with Students receiving Job Seeker Student Hardship Allowance who have registered with Student Job Search.
- Strategic Partnerships – a progress update on Business Development, including engagement between the Provider and the Purchasing Agency's Regional Labour Market Managers across the country and with the Industry Partnerships Team, to be included in the Provider's monthly report.

5.3 The Purchasing Agency may request additional information on an ad-hoc basis. The Purchasing Agency will endeavour to keep such requests to a minimum and ensure timeliness and costs can be appropriately managed to not materially disadvantage the provider. The Provider agrees to co-operate in the provision of information requested.

## Appendix 1 – Regular Audits of the Provider

Audit and Corresponding Legal requirement	Anticipated Timeframe for Conducting the Audit
Right of review to ensure the Provider is maintaining its Ministry of Social Development Approval Level.	At the Purchasing Agencies discretion.

## Appendix 2 - Conditions the Provider is responsible for:

Condition	Consequence if not satisfied or complied with	Before Services Provided	Ongoing
<p>The Provider must maintain its Approval Level (Level 4) as designated by MSD Approvals and in accord with the relevant Approval and Accreditation Standards.</p> <p>The Provider shall suitably criminally vet its personnel and ensure that it has suitable personnel.</p> <p>The Provider will be assessed against Social Sector Accreditation Standards and MSD specific accreditation standards and MSD will determine the appropriate Approval Level.</p>	<p>Suspension of Approval may result in the whole or part of this Outcome Agreement being suspended.</p> <p>Revocation of Approval may result in the whole or part of this Outcome Agreement being terminated without notice.</p>	Yes	Yes
<p>If the Purchasing Agency requests a review in relation to the Provider's Approval Level, the Provider shall cooperate fully and allow the Purchasing Agency or its authorised agents access to:</p> <p>(a) The Provider's and any of its subcontractor's premises where Services are delivered, or records are kept.</p> <p>(b) Staff subcontractors or other personnel involved in providing the Services.</p> <p>(c) Records and information about the Services or any payments made under this Outcome Agreement.</p>	Termination under Clause 11.2 (a) of the Framework Terms and Conditions.	No	Yes
The Provider shall ensure it follows the Terms of the	Termination under Clause 11.2 (a) of the	No	Yes

Outcome Agreement and Framework Terms and Conditions including any incorporated service specifications or attachments.	Framework Terms and Conditions.		
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### Appendix 3 – Conditions the Purchasing Agency is Responsible for:

Condition	Consequence if not Satisfied or Complied with	Before Services Provided	Ongoing
The Purchasing Agency must make payments to the Provider in accordance with Service Schedule D	Termination under clause 11.2(a) of the Framework Terms and Conditions	Yes	Yes

### Appendix 4 – Permitted Information Disclosure

Service	Information to be Published	Audience
All services	The Provider agrees that the Purchasing Agency may make information about the Outcome Agreement such as the Provider's name, level of funding and the nature of the Services including the region where the Services will be delivered available to the public through the online mapping tool.	General Public
All services	Any confidential information. (Pursuant to clause 8.1 in the Framework Terms and Conditions, personal information may be disclosed without the consent of the individual only if that disclosure accords with the Privacy Act 2020)	The Purchasing Agency's employees, contractors and personnel as necessary for the Purchasing Agency to perform its obligations or to exercise its

		rights in relation to this Outcome Agreement
All services	In accordance with the relationship principles set out in this Outcome Agreement, either party may make public statements about the other party, however, a public statement that relates to the Outcome Agreement can only be made with the other party's agreement.	General public

#### Appendix 4 – Ownership of New Intellectual Property (IP)

Nil

#### Appendix 5 – Further Terms

Further Terms	Consequence (Specific and additional to those in the Framework Terms and Conditions), if not satisfied or complied with
<p>The Provider accepts that the Purchasing Agency is acting on behalf of the Government and must implement Government instructions.</p> <p>If there is a change of Government Policy or a new Government instruction that materially affects the Parties rights and obligations under this Outcome Agreement then the Parties will endeavour to agree between them how to vary this Outcome Agreement.</p>	<p>If agreement cannot be reached, the Purchasing Agency may terminate with 90 days written notice.</p>
<p>The Outcome Agreement and individual services are conditional on receiving the relevant Government appropriation.</p>	<p>Termination of part or whole of this Outcome Agreement with 90 days' notice.</p>
<p>At the Purchasing Agency's request, the Provider will transfer all specified client information to either the</p>	<p>Termination of part or whole of this Outcome Agreement without notice.</p>



<p>Purchasing Agency or another designated provider in accordance with that request.</p> <p>The Provider when it first enrolls a client will ensure it obtains suitable authorisation from him or her to allow a possible future transfer of client files.</p>	
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### Service Schedule D: Payment for Services

- Purchasing Agency will pay the Provider for satisfactory completion of the services in accordance with the terms of this Outcome Agreement where conditions for payment have been met.
- All payments shall be made subject to the receipt from the Provider of the relevant reports, and a valid tax invoice. The Purchasing Agency will verify any claimed off-benefit outcomes against its own records prior to payment being made.
- All costs associated with the services are included in the funding paid by the Purchasing Agency and the Provider shall not charge participants for any of the services provided under this Outcome Agreement.
- All payments will be made within 15 working days of the Purchasing Agency receiving the required documentation, and subject to:
  - the satisfactory delivery of the Services, and
  - compliance with the Terms and Conditions of this Outcome Agreement.
- The Purchasing Agency will pay the Provider \$3,516,400.00 per annum for the delivery of these services.

Payment Date	Conditions	Instalment Amount
From 1 July 2021	Receipt of the fully signed Outcome Agreement by the Provider and the arrival of a valid GST invoice.	\$879,100.00 to be paid upfront

1 September 2021	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
15 January 2022	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
20 April 2022	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
1 July 2022	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
1 September 2022	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
15 January 2023	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
20 April 2023	Payment on receipt of monthly reporting and a valid GST invoice.	\$879,100.00
	Total	\$7,032,800.00

Please note these payments exclude GST.