

Applying for a FACS Statement of Service

For child and family, community building, domestic and family violence, and homelessness programs



FUNDED CONTRACT MANAGEMENT | Guide | 2 October 2018

About this guide

This guide explains to service providers how to apply for a *Statement of Service* from the Department of Family and Community Services (FACS). It outlines the steps involved in making an application, and explains the types of information that will be included in the statement.

Support and assistance

If you have any questions or require any assistance to apply for a *Statement of Service*, please contact your FACS contract manager.

What is a *Statement of Service*?

From time to time, a state or federal government agency may require a reference, referee report or other similar statement to support your application for funding.

FACS does not provide references or referees, but ***Statements of Service***.

A FACS *Statement of Service*:

- confirms, in writing, details of the contractual arrangements you have with FACS
- provides relevant information FACS has gathered about your performance and approach to service delivery, and your

governance and financial management practices.

Who can request a *Statement of Service*?

Statements of Service may be requested by a service provider or a government agency.

To obtain a *Statement of Service*, you must complete an *Application for a FACS Statement of Service* form, as described below.

If the request comes to FACS directly from another government agency, we will notify you that we have been requested to provide a *Statement of Service* about you, and we will provide a copy of the statement to you.

What information is included in a *Statement of Service*?

FACS has an obligation to provide relevant information about the contract and your organisation, drawn from our experience of funding and interacting with you.

For this reason, 'relevant information about the contract and your organisation' provided in a *Statement of Service* may include:

- the contract term and the amount funded (either a total or annual figures)
- the services or activities agreed in the contract, and the requirements for performance and reporting

- whether there have been any issues with compliance with the terms and conditions of the contract, or known performance issues (yes or no).

In the *Statement of Service*, FACS will request that all information provided about you remains confidential.

The implications of requesting a *Statement of Service*

It is important that you understand the implications of requesting a *Statement of Service*, as the information FACS provides to another government agency may not be favourable to you.

If you are concerned about the information that may be provided about you, speak to your FACS contract manager before submitting an application.

About the application form



The application form is available on the FACS website, and can also be obtained from your FACS contract manager.

FACS will not consider applications which have not used the FACS application form.

You must answer all questions and sign the declaration at the end of the application form.

How to submit your application

Once you have completed all required details in the application form and signed the declaration, please submit the application by email to your FACS contract manager.

Processing your application

FACS will send the *Statement of Service* to either you or the nominated government agency, as required, usually within 2 weeks of receiving the application. If sent directly to the government agency, a copy of the *Statement of Service* will also be sent to you.

This timeframe is an estimate and subject to variation. FACS will notify you if it requires more time to prepare your *Statement of Service*.