**QUESTIONS & ANSWERS**

Program Guidelines

**The Program Guidelines are currently with providers for review, if they are changing to the Program Specifications, why are we reviewing them now?**

It is the term ‘Program Guidelines’ that will be changing to ‘Program Specifications’; it remains the same document.

The SHS Program Guidelines document recently reviewed by Service Providers will become known as the Program Specifications and be attached to the Human Services Agreement (HSA).

Variation to Program Guidelines

**What will be the process for variation during the contract period and the timeframe it will take?**

Program Specifications may evolve during the term of the Agreement. The HSA makes allowances for this under clause 4 of the Supplementary Conditions.

Depending on the nature of proposed amendments to the Program Specifications, a contract variation may not be required.

Changes to the HSA Schedule will however require a contract variation. This will be done through a Letter of Variation that both parties must sign in order to activate the amendments.

Changes to the contract will be managed in consultation with providers and will be completed as quickly as possible.

**Can the HSA Standard Terms be amended?**

The Standard Terms cannot be changed without approval from the NSW Procurement Board.

This ensures organisational rights and responsibilities are consistent across all contracts under the Standard Terms Agreement. This is beneficial, especially when an organisation has multiple Agreements across various programs.

#### For more information

Visit the website at  
**www.dcj.nsw.gov.au**