



**Home Assist Community Services
Contractor Registration**

Welcome

Thank you for your enquiry to register as a contractor to undertake work for the clients of Home Assist Community Services.

Home Assist Community Services is a non-profit, community based public benevolent institution established in the year 1999 to provide a range of services for older people and people with disabilities in the Queensland Local Government Areas of Bundaberg, Cherbourg, Fraser Coast, Gympie, North Burnett and South Burnett areas. Home Assist Community Services receives recurrent funding from the Queensland Governments Department of Housing and Public Works and Australian Department of Health.

Home Assist Community Services employs over 50 staff and provides funding to over 5,000 registered consumers in a 48,000 square kilometer region. We will treat our service users with dignity, respect and confidentiality, we ask that you treat our staff with the same values.



Our Mission

Home Assist Community Services assists eligible persons to remain living safely in their home, in a community of their choice for as long as possible. All eligible persons will be treated as an individual using a holistic approach to their care and services and working in partnership with the eligible person and/or their representatives.

Our Vision

Home Assist Community Services aspires to be a leading provider of safe, effective and quality care and services that reflects best practice. We will partner with eligible persons to ensure the care and services provided will meet the assessed needs, goals and preferences of persons using our service in line with their budgets.

Our Values

Honest, Integrity, Respect, Diversity, Accountability, Safety, Quality, Compassion, Commitment to care, Collaboration, Continual Improvement, Team Work and Innovation. Home Assist values the staff who work for us and as such we commit to providing open and honest communication, support career growth, recognise hard work and remunerate them fairly to encourage them to feel valued and to grow within our organisation.

Contractor Requirements

These guidelines have been developed to make all contractors aware of the expectations that will be placed upon them when undertaking work for consumers of Home Assist Community Services.

When a consumer contacts Home Assist community Services for assistance we can either:

1. Carry out the work, using our own staff and charge the consumer any excess labour or material costs.
2. Issue a job sheet to a registered contractor, on behalf of the consumer, subsidising \$200 (including GST) towards the labour cost.

The contractor must charge the consumer any excess labour above the subsidised amount (\$200 incl GST) and any material charges.

Contractors are required to provide the following:

1. Australian Business Number
2. Public Liability Insurance (Minimum of \$20 million)
3. Professional Indemnity Insurance (Minimum \$1 million) for anyone providing advice or recommendation or certification.
4. Current Federal criminal history check OR valid NDIS worker screening card.
5. Contractors and their staff will hold formal qualifications and carry out all work in accordance with the Work Health and Safety Act 2011, the relevant building codes, Local government authority regulations, license regulations and Australian standards.
6. Signed Home Assist Community Services Code of Conduct.

Contractors will be expected to abide by the following:

- Represent Home Assist Community Services in a positive way
- Treat all consumers and/or their representatives with understanding, dignity and practice polite and sensitive communication
- Never solicit work from a consumer
- Never offer to purchase any item from a consumer and/or representative unless publicly offered for sale
- Present oneself and carry out all work in a professional manner, refrain from smoking in a consumers home
- Respect the rights and personal property of the consumer and/or representative
- Treat consumer information confidentially
- Declare any conflict or potential conflict of interest in writing as soon as possible to the organisation.
- Never sub-contract any part of work

Any breaches of the above will result in suspension of work

Job sheet requirements:

- Once a job sheet is received please advise the issuing staff member if you cannot complete the request within 5 working days
- Contact the consumer and arrange a suitable time to attend – do not attend without consumer permission.
- Record any contact made on the issued job sheet, even if unanswered
- Be punctual and advise the consumer you are there on behalf of Home Assist Community Services
- Provide an estimated cost of materials and additional labour, prior to commencing the job – note this down on the job sheet
- Record the time taken to complete the job and note it in the 'time taken' box in the job sheet
- Ensure the consumer signs and dates the job sheet when you have completed the job
- Provide a receipt to the consumer for any monies paid
- Return the completed job sheet with your tax invoice to accounts@homeassist.org.au
- Ensure all work is carried out in a timely and efficient manner and the work site is left clean

Invoice requirements:

All invoices need to be made out to the following:

Home Assist Community Services
133 Adelaide Street
Maryborough QLD 4650

Including the following information:

- Job sheet number (EN 123456)
 - Consumer name
 - Any Client contributions

(Tax invoices for taxable **sales of less than \$1,000** must include enough information to clearly determine the following 7 details)

1. Document is intended to be a tax invoice
2. Contractors identity
3. Contractors ABN
4. Date invoice issued
5. Brief description of the work completed, including quantity and price
6. GST amount (if any) payable (this can be shown separately or, if the GST amount is exactly one-eleventh of the total price, as a statement which says 'Total price includes GST')
7. Extent to which each sale on the invoice is a taxable sale

Example:



(Tax invoice for taxable sales of \$1,000 or more)

1. Document is intended to be a tax invoice
2. Contractors identity
3. Contractors ABN
4. Date invoice issued
5. Brief description of the work completed, including quantity and price
6. GST amount included in each line item
7. The sale is clearly identified as being fully taxable by the words 'Total price includes GST'
8. The consumers identity for sales of \$1,000 or more

Example:



Please note: returning job sheets unsigned or missing information/all requirements will delay payment

Behavioural Standards Code

To ensure the effective and professional operation of Home Assist Community Services Association Inc., it is essential that all contractors understand the organisation's standards and expectations. These Behavioural Standards for Contractors establish the guidelines for all approved, registered contractors. Each contractor must review, acknowledge, and sign this Code before being added to the approved contractors register.

Acknowledgment of Behavioural Standards Code

I, _____, commit to the following:

1. Confidentiality

I will treat all information, whether written or verbal, encountered during my work as strictly confidential. I will not disclose any confidential information regarding consumers, their representatives, families, staff, members of the organisation, or any aspect of Home Assist Community Services to external parties during my tenure or at any time thereafter.

2. Adherence to Policies

I will comply with all guidelines, policies, and procedures as detailed in the Home Assist Community Services Contractor Guidelines.

3. Representation

I will represent Home Assist Community Services in a positive and respectful manner, upholding its values and commitment to the community.

4. Respect and Professionalism

I will treat all clients and their representatives with respect, dignity, and empathy, ensuring that my communication is polite, professional, and responsive to their needs.

5. Conflict of Interest Disclosure

I will promptly disclose any actual or potential conflicts of interest in writing to the organisation as soon as they arise.

6. Solicitation and Conduct

I will not solicit additional work from consumers or offer to purchase items from clients or their carers unless such items are publicly offered for sale.

7. Professional Conduct

I will present myself and always perform my duties in a professional manner, refraining from smoking or any inappropriate conduct while in a consumer's home.

8. Respect for Consumer Rights

I will respect the rights and dignity of consumers and their representatives, ensuring that my interactions are always supportive and non-intrusive.

9. Confidential Use of Client Information

I will treat all client information as confidential and ensure it is used solely for legitimate business purposes.

10. Subcontracting

I will not subcontract any portion of the work assigned without explicit written permission from Home Assist Community Services.

Contractor Business Name:	
Name of Contractor:	
Signature:	
Date:	

Contractor Details

Business Name:	ABN: (mandatory)
Address:	Phone #:
Email:	
Contact Person: (full name)	
GST Registered: <input type="checkbox"/> Yes / <input type="checkbox"/> No (please circle)	Hourly labour rate:
Payable to:	Bank Name: (eg: CBA/NAB)
BSB #:	Account #:

Document required (if applicable)	Provided?
Copy of Public Liability Insurance	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Certificate of Workers' Compensation	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Professional Indemnity Insurance	<input type="checkbox"/> Yes / <input type="checkbox"/> No
Licenses or Permits Relevant to services eg: QBCC	<input type="checkbox"/> Yes / <input type="checkbox"/> No
National Police check or NDIS screening card (required for all employees of your business)	<input type="checkbox"/> Yes / <input type="checkbox"/> No
AHPRA registration (Allied Health practitioners)	<input type="checkbox"/> Yes / <input type="checkbox"/> No
ESSA and Register of Accredited Dieticians	<input type="checkbox"/> Yes / <input type="checkbox"/> No



Contractor Service Area

Please indicate the areas you service

Bundaberg region		
<input type="checkbox"/> Bundaberg	<input type="checkbox"/> Childers	<input type="checkbox"/> Gin Gin
<input type="checkbox"/> Monto	<input type="checkbox"/> Other	<input type="checkbox"/>

Gympie region		
<input type="checkbox"/> Cooloola Cove	<input type="checkbox"/> Curra	<input type="checkbox"/> Glastonbury
<input type="checkbox"/> Goomoorian	<input type="checkbox"/> Goomeri	<input type="checkbox"/> Gympie
<input type="checkbox"/> Kilkivan	<input type="checkbox"/> Mary Valley	<input type="checkbox"/> Neerdie
<input type="checkbox"/> Rainbow Beach	<input type="checkbox"/> Tin Can Bay	<input type="checkbox"/> Widgee
<input type="checkbox"/> Wolvi	<input type="checkbox"/> Woolooga	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hervey Bay region		
<input type="checkbox"/> Aldershot	<input type="checkbox"/> Booral	<input type="checkbox"/> Burrum Heads
<input type="checkbox"/> Dundowran Beach	<input type="checkbox"/> Hervey Bay	<input type="checkbox"/> Howard
<input type="checkbox"/> River Heads	<input type="checkbox"/> Toogoom	<input type="checkbox"/> Torbanlea
<input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>

Maryborough region		
<input type="checkbox"/> Aramara	<input type="checkbox"/> Bauple	<input type="checkbox"/> Boonooroo
<input type="checkbox"/> Broweena	<input type="checkbox"/> Glenwood	<input type="checkbox"/> Gootchie
<input type="checkbox"/> Granville	<input type="checkbox"/> Maaroom	<input type="checkbox"/> Maryborough
<input type="checkbox"/> Mungar	<input type="checkbox"/> Oakhurst	<input type="checkbox"/> Poona
<input type="checkbox"/> St Helens	<input type="checkbox"/> Tiaro	<input type="checkbox"/> Tinana
<input type="checkbox"/> Tinnanbar	<input type="checkbox"/> Tuan	<input type="checkbox"/> Woocoo
<input type="checkbox"/> Yengarie	<input type="checkbox"/> Yerra	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

North Burnett region		
<input type="checkbox"/> Biggenden	<input type="checkbox"/> Eidsvold	<input type="checkbox"/> Gayndah
<input type="checkbox"/> Mundubbera	<input type="checkbox"/> Other	<input type="checkbox"/>

South Burnett region		
<input type="checkbox"/> Blackbutt	<input type="checkbox"/> Kingaroy	<input type="checkbox"/> Murgon
<input type="checkbox"/> Nanango	<input type="checkbox"/> Wondai	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specialised Trade

Please indicate what services your business can offer

<input type="checkbox"/> Air Con – Filter/Cleaning	<input type="checkbox"/> Air Con - Repairs	<input type="checkbox"/> Antenna Install
<input type="checkbox"/> Antenna Repairs	<input type="checkbox"/> Building – minor	<input type="checkbox"/> Building – major
<input type="checkbox"/> Carpet cleaning	<input type="checkbox"/> Door lock - replacement	<input type="checkbox"/> Door lock – repairs
<input type="checkbox"/> Electrical	<input type="checkbox"/> Appliances	<input type="checkbox"/> Fridges / Freezers
<input type="checkbox"/> Gardening / green waste removal	<input type="checkbox"/> Gas Fitter	<input type="checkbox"/> Glass and Glazing
<input type="checkbox"/> Gutter cleaning - Low	<input type="checkbox"/> Gutter Cleaning - High	<input type="checkbox"/> Gutter repairs/replacement
<input type="checkbox"/> Handyperson work	<input type="checkbox"/> House cleaning Internal - low	<input type="checkbox"/> House cleaning Internal - high
<input type="checkbox"/> Hot water system – electric Repairs and replacement	<input type="checkbox"/> Hot water system – gas Repairs and replacement	<input type="checkbox"/> Hot water system – solar Repairs and replacement
<input type="checkbox"/> Lock - rekeying	<input type="checkbox"/> Pest control	<input type="checkbox"/> Plumbing
<input type="checkbox"/> Pressure cleaning	<input type="checkbox"/> Roofing repairs	<input type="checkbox"/> Security door – repair/replacement
<input type="checkbox"/> Sewerage blockages	<input type="checkbox"/> Shrub pruning	<input type="checkbox"/> Stoves – electric
<input type="checkbox"/> Stoves - gas	<input type="checkbox"/> Washing machine repairs	<input type="checkbox"/> Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specialised Service

<input type="checkbox"/> Dietitian	<input type="checkbox"/> Exercise Physiologist	<input type="checkbox"/> Occupational Therapist
<input type="checkbox"/> Physiotherapist	<input type="checkbox"/> Podiatrist	<input type="checkbox"/> Psychologist
<input type="checkbox"/> Social Worker	<input type="checkbox"/> Other	<input type="checkbox"/>

Thank you for your application.

We appreciate your interest and the time you took to submit your application.

If you have any questions or need further information, please feel free to contact us on

07 4123 2234 or email info@homeassist.org.au



Home Assist Community Services
133 Adelaide street, Maryborough QLD 4650
Ph: 07 4123 2234
info@homeassist.org.au

Proudly delivering:

Commonwealth Home Support Programme

DVA

Home Assist Secure

Home Care Package Broker

Home Care Package Provider

NDIS