

# Schedule 6 – Order for Service

## 1. Introduction

- 1.1. This Order is issued in accordance with clause 11.3 of the Head Agreement for the Management Advisory Services (MAS) Panel Standing Offer Notice (SON3751667) between the Service Provider and the Department of Finance.

<b><u>Order for Services</u></b>	
<b><i>Service Provider Information</i></b>	
Scyne Advisory Pty Ltd 28 Sydney Ave, Forrest ACT 2603 83 605 426 759	
<b><i>Agency Order Information</i></b>	
<b>Agency</b>	Department of Health and Aged Care
<b>Agency Order/File Reference</b>	E24-346737
<b>Cost Centre</b>	s47E(d)
<b><i>Order Commencement Date and Term</i></b>	
<b>Order Commencement Date</b>	25 September 2024
<b>Order Term and Extensions</b>	The Order expires on 20 December 2024 (Initial Term). The Agency may offer an extension to the Service Provider to be agreed in writing to the Initial Term of this Order for a further period or periods, up to 3 months, on the same terms and conditions of this Order, prior to end of the Initial Term of this Order.
<b><i>Statement of Work</i></b>	
<b>Service Area</b>	Corporate Management Advisory Services
<b>Service Category</b>	Internal Audit
<b>Service Sub-category</b>	Audit and Assurance
<b><i>Order for Services</i></b>	
<b>Detailed Statement of Work</b>	<b>Background</b> The New Ways of Working (NWOW) Program aims to create a healthier, more flexible working environment that empowers staff in the Department of Health and Aged Care to do their best work.

	<p>This involves changes to our physical workspaces, improved technology and changed work practices to promote flexibility, adaptability, collaboration, and performance.</p> <p>The program is part-way through rollout, with approximately half the organisation now working in an NWOW environment. In addition, across the organisation Department staff in more traditional office settings have adopted changed behaviours (such as sharing workspaces, Directors working on the floor with their staff, embracing hybrid, flexible working) in line with New Ways of Working.</p> <p>The program is delivered in partnership by three corporate streams (IT, People and Property) and overseen as a Tier 1 priority project by a Steering Committee chaired by the Department's Chief Operating Officer.</p> <p>The New Ways of Working Program is a Tier 1 program and is required to undertake key external assurance activity to inform any potential assurance gaps. It was agreed by the Senior Responsible Officer that the program adopt annual Health Checks.</p> <p>The external Health Check will allow the Program to identify potential gaps or areas of improvement to help ensure effective delivery of program objectives, and alignment to strategic and organisational goals.</p> <p>Previous external Health Checks have been completed in 2021, 2022 and 2023. The Program has addressed, or is in progress of addressing, most recommendations from previous Health Checks to strengthen program governance. Previous recommendations included:</p> <ul style="list-style-type: none"> <li>• Benefits management and data availability requires strengthening.</li> <li>• Review of Governance structure, including responsibilities and membership.</li> <li>• Alignment to Corporate Operations and transition management.</li> </ul> <p><b>Scope of work</b></p> <p>Provider to conduct an assurance review including:</p> <ul style="list-style-type: none"> <li>• <b>Assessing the appropriateness of transition to BAU activities</b> with respect to planning and management for the impact of the change;</li> <li>• <b>Reviewing the current benefits management mechanisms</b> and provide a point in time assessment on the effectiveness for long term measurement and reporting; and</li> <li>• <b>Reviewing the current governance arrangements</b> and implementation of action against previous assurance recommendation. Provide insights on how these arrangements may evolve through transition to BAU activities.</li> </ul>
<b>Milestones</b>	<p>Timeline below is indicative and subject to change.</p> <ol style="list-style-type: none"> <li>1. Scoping and associated assurance review plan: 23-27 September 2024</li> <li>2. Completion of fieldwork (stakeholder interviews and documentation review): 11 October 2024</li> <li>3. Delivery of draft report: 18 October 2024</li> <li>4. Delivery of final report: 25 October 2024</li> <li>5. Presentation of final report and findings at the NWOW Steering Committee: 18 November 2024.</li> </ol> <p>Note: Milestones 3,4 &amp; 5 relate to delivery of the Executive Summary of the report. Full report will be finalised after Milestone 5 (if required).</p>
<b>Key Personnel</b>	<p><b>Review Team</b></p> <p>S47F – Managing Director</p>



	<p>s47F - Director</p> <p>s47F - Senior Manager</p> <p>s47F - Manager</p> <p>s47F - Manager</p> <p>s47F - Director (Psychosocial Risk SME)</p> <p>s47F - Director (Workforce Change SME)</p> <p><b>Security clearance required: No</b></p> <p><b>Can key personnel be substituted: Yes</b></p> <p><b>Surge resources as agreed with NWOW representatives</b></p> <p>s47F - Senior Consultant</p> <p>s47F - Consultant</p> <p>s47F - Consultant</p>
<b>Subcontractors</b>	Not Applicable
<b>Location</b>	The successful service provider may be required to attend meetings at the Agency's offices in Canberra or as agreed between the parties.
<b>Fees</b>	<p>The total cost of the order will not exceed <b>\$75,000 (GST inclusive)</b>, to be paid through the following milestones:</p> <p>Payments shall be made against the following milestones:</p> <ol style="list-style-type: none"> <li>1. Planning and agreement: 15% of total contract price</li> <li>2. Completion of fieldwork: 60% of total contract price</li> <li>3. Delivery of final report: 25% of total contracted price</li> </ol>
<b>Payment Terms</b>	20 calendar days
<b>Invoicing</b>	<p>Correctly rendered invoices must be submitted to: s47E(d) @health.gov.au and copied to: s47E(d) @health.gov.au</p> <p>The invoice is accompanied, where required, by reasonable documentation that provides evidence that the deliverables have been performed and/or that any additional costs claimed are payable.</p> <p>A valid <u>correctly rendered tax invoice</u> must contain the following:</p> <ul style="list-style-type: none"> <li>• the words "tax invoice" stated prominently;</li> <li>• the Panel Member's name and Australian Business Number (ABN);</li> <li>• the Agency's name and address;</li> <li>• the date of issue of the tax invoice;</li> <li>• the title of the Work Order, the Work Order number, and Purchase Order Number;</li> <li>• details of fees, allowances and costs properly payable under this Work Order including the items (i.e., deliverables or milestones) to which they relate;</li> <li>• the total amount payable (including GST); and the GST amount shown separately.</li> </ul>

<b>Travel</b>	The Department shall not reimburse the service provider for any nominated project expenses, travel, accommodation, or associated expenses incurred for the purposes of the Contract unless agreed in advance with the Department.
<b>Agency Material</b>	The Service Provider must ensure that the departmental material is used strictly in accordance with any conditions or restrictions specified in the Contract and Head Agreement and any direction by the Department.
<b>Existing Material</b>	Not Applicable
<b>Contract Material</b>	Not Applicable
<b>Restrictions on use of Contract Material</b>	Not applicable
<b>Restrictions on use of Service Provider's name, trade name or logo</b>	Not applicable
<b>Additional requirements</b>	
<b>Confidential Information</b>	<p><b>Agency Confidential information</b></p> <p>Agency data, <i>Indefinitely</i></p> <p>Any Personal Information held by the Agency, <i>Indefinitely</i></p> <p>Security Classified Information, <i>Indefinitely</i></p>
<b>Agency Data Storage Requirements</b>	Data will be managed in accordance with the Privacy Act and Australian Privacy Principles, including satisfying the '5 safes' framework.
<b>Security</b>	<ul style="list-style-type: none"> <li>• All Agency Material is considered to contain information that is commercial-in-confidence, has personal information or both.</li> <li>• The Specified Personnel must ensure that all Agency Material is kept and maintained in a secure place and manner to ensure that this Agency Material is not accessed by, or disclosed to, unauthorised persons. For the avoidance of doubt, disclosure to other officers in the Agency is authorised.</li> <li>• It is a condition of access to the Agency Material that, before such access is given, the Contractor must arrange at its own cost for the Specified Personnel to sign a Confidentiality, Conflict of Interest, Privacy and Secrecy Deed Poll, in the form provided at Attachment A, relating to the non-disclosure of the Customer's Confidential Information. On or before the Contract Start Date, the Service Provider must deliver to the Agency a Confidentiality Undertaking signed by the Specified Personnel.</li> <li>• The Supplier acknowledges and agrees that only Specified Personnel who have signed the Confidentiality Undertaking will be given access to the Agency Material, and that it or any other Contractor Personnel will not be given, or require, access to the Agency Material at any time</li> </ul>

<b>Additional Requirements - security</b>	Not Applicable
<b>Conditions/Restrictions for Personal Information</b>	Not Applicable
<b>Liability</b>	Not Applicable
<b>Additional or alternate Requirements - insurance</b>	Not Applicable
<b>Agency Service Levels</b>	Not Applicable
<b>Service Provider termination right</b>	The default position under clause <b>Error! Reference source not found.</b> of the Head Agreement is that the Service Provider may terminate the Contract due to Agency non-payment of Fees, or if the Agency breaches a material provision and does not remedy this within 40 Business Days after receiving a notice to remedy.
<b>Termination for convenience costs in relation to Fees for Services calculated on a milestone basis</b>	The default position under clause <b>Error! Reference source not found.</b> of the Head Agreement is that where Fees in an Order are calculated on a milestone basis, the Agency will pay Fees for Ordered Services completed before the date of termination for convenience on a time and materials basis where the Service Provider can substantiate this.
<b>Commonwealth Procurement Connected Policy Requirements</b>	
Not Applicable	
<b>Agency Information</b>	
<b>Agency Address for Notices</b>	<b>Physical Address:</b> 23 Furzer St, Phillip ACT 2606 <b>Postal Address:</b> GPO Box 9848, Canberra ACT 2601 <b>Email:</b> s47E(d) @health.gov.au
<b>Agency Address for Invoices</b>	Invoices must be submitted to s47E(d) @health.gov.au, the Agency Order Number must be quoted in the invoice.
<b>Service Provider Information</b>	
<b>Service Provider Representative</b>	<b>Name:</b> s47F <b>Position:</b> Engagement Managing Director <b>Address:</b> 28 Sydney Ave, Forrest ACT 2603 <b>Email:</b> s47F @scyne.com.au <b>Contact number:</b> s47F  <b>Additional contact</b> <b>Name:</b> s47F



	<b>Position:</b> Engagement Lead <b>Address:</b> 28 Sydney Ave, Forrest ACT 2603 <b>Email:</b> s47F @scyne.com.au <b>Contact number:</b> s47F
<b>Service Provider Address for Notices</b>	<b>Physical Address:</b> as above <b>Email:</b> s47F @scyne.com.au and s47F @scyne.com.au

Signed for and on behalf of  
 Commonwealth of Australia as  
 represented by the Department of Health  
 and Aged Care 83 605 426 759

Jo Mond

*name of authorised officer*

Assistant Secretary

*title of authorised officer*

s47F

*Signature of authorised officer*

Signed for and on behalf of Scyne  
 Advisory Pty Ltd, ABN: 20 607 773 295

s47F

*name of Service Provider's authorised  
representative*

Managing Director

*title of Service Provider's authorised  
representative*

s47F

*Signature of Service Provider's authorised  
representative*

s22

Assistant Program Manager  
Department of Health and Aged Care  
GPO Box 9848  
Canberra ACT 2601

**Scyne Advisory Pty Ltd**  
ACN 607 773 295  
ABN 20 607 773 295

28 Sydney Avenue  
Forrest 2603  
Australia

**Invoice****44844891**

Debtor: 00742000

29 October 2024

**Please quote this reference in all correspondence****Tax Invoice****Memorandum of Professional Fees**

	<b>Net Fee (Excluding GST)</b>	<b>GST</b>	<b>Total Fee (GST Inclusive)</b>
<p>Audit and Assurance services provided for the NWOW Program Assurance Review related to the following delivery milestones:</p> <p>1. Planning and agreement - s47G (ex GST)</p> <p>2. Completion of fieldwork - s47G (ex GST)</p> <p>Purchase Order: 4500457890</p> <p>Agency File Reference: E24-346737</p>	\$ 51,136.36	\$ 5,113.64	\$ 56,250.00
<b>Total (AUD)</b>	<b>\$ 51,136.36</b>	<b>\$ 5,113.64</b>	<b>\$ 56,250.00</b>

If you have any queries please contact s47F on s47F.

**Invoice****44844891**

Debtor: 00742000

**Please quote this reference in all correspondence****Date**

29 October 2024

**Total (AUD)****\$ 56,250.00****Payment Due****28 November 2024****Payment Options****Electronic Funds Transfer**

Scyne's account details are:

s47G

Please email remittance advice to:

- s11C(1)(b) [@scyne.com.au](mailto:s11C(1)(b)@scyne.com.au)

**Cheque Payments**

Please return this slip and make your cheque payable to:

Scyne Advisory Pty Ltd

28 Sydney Avenue

Forrest 2603

Australia

Reference: 44844891