

Terms and Conditions

* indicates a required field

Terms and Conditions for Mobile Service Providers

1. Operational Conditions

- This certificate is only valid for the name stated on the Certificate of Approval and approved nominee's;
- This certificate is only valid until June 30, 2021;
- The certificate holder / approved nominee must:
 - Display the Certificate of Approval at all times;
 - Be located in and around the service delivery location at all times;
 - Produce this certificate upon request by an authorised officer and / or a police officer;
 - Manage antisocial behaviour (If they are appropriately trained and possess the relevant training certificates) or contact the WA Police immediately;
 - Not have volunteers under the age of 18 years;
 - Train all volunteers appropriately and have all volunteers covered by appropriate insurance;
 - Must follow food handling / hygiene guidelines if serving food;
 - NOT impede pedestrian pathways or vehicle clearways;
 - Not park any volunteer vehicles within the site of service delivery;
 - Arrange vehicles on the site as outlined by the City;
 - Encourage people receiving services to leave the site / sites of service delivery once services have ceased;
 - Provide details of all vehicles directly linked to service provision;
 - Notify the City of Perth of changes to vehicles and setup; and
 - Inform the City of Perth of additional equipment they intend on setting up on the site i.e. Marquees.

2. Reporting

- The certificate holder / approved nominee must:
 - complete bi-monthly reporting to the City the Perth;
 - report all incidents to the City of Perth the next working day;
 - report any damage to the City of Perth the next working day;
 - Notify the City of Perth of changes to service delivery prior to implementing the change.

3. Approved Locations, Times and Days

- This certificate is valid for the site as specified on the Certificate of Approval.
- This certificate is only valid for the date, day, time and service type stated on the Certificate of Approval.

4. Insurance

- The certificate holder / approved nominee must:
- maintain a public liability policy for at least AUD \$10million with a company on the Australian Prudential Regulation Authority (APRA) approved list; and

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- Will assume responsibility for any acts of negligence arising from their activity.

5. Maintenance and Cleaning and Waste Management

- The certificate holder / approved nominee must:
- Arrange immediate vehicle removal should a breakdown of vehicle or equipment occur;
- Arrange vehicles as directed by the City of Perth;
- Maintain the site and return to original state once services have ceased;
- Dispose of all domestic waste appropriately the domestic bins provided; and
- Dispose of sharps appropriately using their own sharps disposal units.

6. Permit Fee

- There is no permit fee to be an accredited service provider.

7. Complaints

- If the City of Perth receives community complaints that are sustained and the service provider does not work with the City of Perth to address the complaint, the City of Perth reserves the right to prohibit the certificate holder / approved nominee from operating within the Public Realm.

8. Conduct

- The certificate holder / approved nominee / any persona associated with the approved services is required to comply in accordance with these terms and conditions to both manage the community perception of the Homeless Services Accreditation Process and deliver the highest standard of service delivery to people experiencing homelessness.
- If the certificate holder / approved nominee on more than one occasion, is determined by the City of Perth to be acting in an unprofessional manner, the City of Perth reserves the right to prohibit the certificate holder / approved nominee from future participation in the Homeless Services Accreditation Process.

9. Cancellation of Accreditation

- The certificate holder / approved nominees must inform the City of Perth in writing of their intention to withdraw from the Accreditation Process.

For emergencies please contact the WA Police on 000. For CCTV monitoring please contact the Citywatch team on 9461 6611.

For any questions relating to the Accreditation Process please contact the City's Community Services team on 9461 3333 (Monday to Friday, 8am – 5.30pm).

Essential Criteria - Terms and Conditions

Is the group/service willing to adhere to the terms and conditions to be a City of Perth Accredited homeless service operating within the public realm i.e clean up after service delivery has ceased, complete regular reporting? *

- ☐ Yes
☐ No

Please refer to the full Terms and Conditions above.

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Application Not Eligible - Terms & Conditions

Please note you will be unable to proceed with this application

Applicant Details

* indicates a required field

Applicant Organisation

Organisation Name

Applicant Primary Address

Address

Applicant Primary Website

Must be a URL.

Project Contact

Title

First Name

Last Name

Project Contact Position

Project Contact Email

Must be an email address.

Project Contact Phone Number

Essential Criteria - Insurance

Does the group or service have insurance?

*

☐ Yes

☐ No

If yes, what type of insurance?

Minimum requirement - \$10 million public liability policy

Please upload proof of insurance: *

Attach a file:

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Application Not Eligible - Insurance

Please note to proceed with this application, your group or service will require public liability insurance of \$10 million or more. If you are willing to obtain insurance please contact the City's Community Development team at 9461 3333.

Risk Management

Does your group/service have a Risk Management Plan

- ☐ Yes
☐ No

Please upload proof of the Risk Management Plan

Attach a file:

Essential Criteria - Staff and Volunteers

**Are all staff /
volunteers / group
members engaged by
the group or service
over the age of 18? ***

- ☐ Yes
☐ No

Application Not Eligible - Staff and Volunteers

Please note that your application will not be able to proceed.

Additional Information Required

* indicates a required field

What services does the group or service currently offer people experiencing homelessness? *

- | | | |
|--|--|--|
| <input type="checkbox"/> Aboriginal Services | <input type="checkbox"/> Drug and Alcohol Assistance | <input type="checkbox"/> Medical and Health Assistance |
| <input type="checkbox"/> Accommodation Assistance | <input type="checkbox"/> Employment | <input type="checkbox"/> Social Connection and Wellbeing |
| <input type="checkbox"/> Case Management Support | <input type="checkbox"/> Financial Aid | <input type="checkbox"/> Youth |
| <input type="checkbox"/> Clothing and Bedding | <input type="checkbox"/> Food Assistance | <input type="checkbox"/> Hair Dressing |
| <input type="checkbox"/> Community Outreach | <input type="checkbox"/> Hygiene Products | <input type="checkbox"/> Library Services |
| <input type="checkbox"/> Support | | |
| <input type="checkbox"/> Counselling | <input type="checkbox"/> Laundry services | <input type="checkbox"/> Other |
| <input type="checkbox"/> Domestic Violence Support | <input type="checkbox"/> Shower Services | |

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Does the group or service undertake roving services? *

- ☐ Yes
☐ No

If yes, please upload details including route, time, dates and services.

Attach a file:

How long has the group or service been providing services to people experiencing homelessness in the City of Perth?

Please provide your answer in years.

What days/nights, times and duration does the group currently operate? *

What site amenities does the group or service require to provide support? *

Example: Access to power

Does the group or service intend on setting up additional equipment? *

- ☐ Yes
☐ No
ie. tables and marquees

Please provide details of the proposed set up

Please provide the details and registration plate numbers of your vehicles that are directly used in your service delivery:

Include Registration, Colour, Make, Model, Trailer, Size of Vehicles

Certification and Feedback

* indicates a required field

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Privacy Notice

City of Perth pledges to respect and uphold your rights to privacy protection under the [Australian Privacy Principles](#) (APPs) as established under the *Privacy Act 1988* and amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. To view our privacy statement, [click here](#)

Confidential Information

Please note that the City of Perth must comply with the Local Government Act in regards to making information available to the general public.

If you have included any confidential information as part of your application, please make this known to the Community Development Officer.

Certification

This section must be completed by an appropriately authorised person on behalf of the applicant organisation (may be different to the contact person listed earlier in this application form).

I certify that to the best of my knowledge the statements made within this and the previous application are true and correct.

If you provide food at the Accreditation Site, there may be changes to the Food Act 2008 in regard to the delivery of free food distribution in the public realm that may come into affect during this accreditation period. If a license is required you may need to re-apply with evidence of this certificate to provide a food delivery service.

I understand that if the applicant organisation is approved for accreditation, we will be required to accept the terms and conditions as outlined in the letter of approval.

I agree *

☐ Yes

☐ No

Name of authorised person

Title

First Name

Last Name

Position

Phone Number

Must be an Australian phone number.

Primary Email

Must be an email address.

Applicant Feedback

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You are nearing the end of the application process. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback to the City of Perth Community Development team so that we can continually improve our application form and process.

How did you hear about this program?

- | | | |
|---|--|--|
| <input type="checkbox"/> City of Perth website | <input type="checkbox"/> Referral/ word of mouth | <input type="checkbox"/> Industry forum or publication |
| <input type="checkbox"/> City of Perth social media | <input type="checkbox"/> City of Perth event | <input type="checkbox"/> Internet search |
| <input type="checkbox"/> City of Perth newsletter | <input type="checkbox"/> Advertising | |

Please indicate how you found the online application process:

- ☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

How many minutes in total did it take you to complete this application?

Must be a number.
Estimate in minutes i.e. 1 hour = 60 minutes

Please provide the City of Perth with your suggestions about any improvements and/or additions to the application process/form that you think we need to consider.

Application Not Eligible

Please note based on the answers provided, your application is not eligible to proceed to assessment.

To discuss your application, please contact the Community Development Team at the City of Perth on (08) 9461 3333 or email CMSINBOX@cityofperth.wa.gov.au