



## **Work Order**

**Between**

**The Commonwealth of Australia represented by**

**The Office of the Commonwealth Ombudsman**

**ABN 53 003 678 148**

**And**

**FLXBL Legal Solutions Pty Ltd (trading as Adaptabl Legal)**

**ABN 23 629 764 825**

Regarding the supply of services under the  
Privacy Services Providers Panel – SON3575876

**OCO Contract Number C00708**

This Order is made in accordance with the Deed of Standing Offer for Privacy Services Providers Panel SON3575876 and needs to be read in conjunction with that document, including the Default Terms and Conditions or, where relevant, any attachments to this Order.

<b>Reference Number</b>	Contract number: C00708 Deed of Standing Offer (SON3575876)
<b>Agency Representative</b>	Name: Adele                      Director, ACT Strategy and FOI Telephone: Email:                              @ombudsman.gov.au
<b>Address for Notices</b>	Physical Address: Level 5 14 Childers Street CANBERRA ACT 2600  Postal Address: GPO Box 442 Canberra City ACT 2600
<b>Address for Invoices</b>	Email:                              @ombudsman.gov.au
<b>Supplier Representative</b>	Name: s 47F Adaptabl Legal Telephone: Email:                              @adaptbl.com.au
<b>Supplier Address for Notices</b>	Physical Address: 125 Wattle Street O'Connor ACT 2602  Postal Address: As above  Email: @adaptbl.com.au
<b>Description of goods and/or services</b>	Labour Hire as detailed at Attachment A, including relevant background material.
<b>Commencement Date And Term</b>	The contract commences on 1 July 2021 and ends on 30 June 2022
<b>Extension Option/s</b>	Possibility for extension
<b>Timeframes/ Milestones</b>	As directed
<b>Specified Personnel</b>	s 47F
<b>Subcontractors</b>	No Subcontractors

Location	The Services are to be delivered at: Office of the Commonwealth Ombudsman (OCO) Level 16, 580 George St Sydney NSW 2000														
Provision of Facilities	The OCO will provide facilities necessary for the delivery of the services.														
Fees, Charges and Disbursements	<p>The total Contract Fees will not exceed an amount of <b>\$230,000</b> (GST inclusive).</p> <p>(a)      <b>Variable Contract Fees</b></p> <table><tr><td>Personnel</td><td>Estimated work effort (specify hours/days)</td><td>Daily rate (GST exc)</td><td>GST Component</td><td>Total fees/daily rate (GST inc)</td></tr><tr><td>s 47F</td><td colspan="4">s 47</td></tr></table> <p>Maximum estimated variable Contract Fees for Services is <b>\$230,000</b> (GST inclusive).</p> <p>(b) <b>Allowances</b></p> <p>The Contractor must perform their obligations under this Contract at their own cost and expense.</p> <p>The Agency will not reimburse the Contractor for any expenses (including travel, accommodation and taxi travel) under this Contract.</p>					Personnel	Estimated work effort (specify hours/days)	Daily rate (GST exc)	GST Component	Total fees/daily rate (GST inc)	s 47F	s 47			
Personnel	Estimated work effort (specify hours/days)	Daily rate (GST exc)	GST Component	Total fees/daily rate (GST inc)											
s 47F	s 47														
Commonwealth Material	Not Applicable														
Existing Material	Not applicable														
Contract Material	Not applicable														

<b>Confidential Information</b>	<b>Agency Confidential Information</b>	
		<b>Period of Confidentiality</b>
	<ul style="list-style-type: none"> <li>• All information howsoever received or obtained (including orally or in writing) by the Service Provider in the course of performing services or supplying goods to the Agency pursuant to this contract.</li> <li>• As per the confidentiality agreement with the Office of the Commonwealth Ombudsman and the requirements of staff under the Ombudsman's governing legislation.</li> </ul>	Perpetual
	<b>Agency Data</b> All information howsoever received or obtained (including orally or in writing) by the Service Provider in the course of performing services or supplying goods to the Agency pursuant to this contract.	
	<b>The Service Provider Confidential information</b>	<b>Period of Confidentiality</b>
	The Service Providers' pricing information.	Perpetual

<b>Additional Security requirements</b>	<p>Risk Management AS/NZS ISO 31000:2009 and Australian Standards HB 167:2006</p> <p>Australian Government Information Security Manual - guidance for agencies and Service Providers for managing the risks arising from greater sharing and exchange of information - see <a href="https://acsc.gov.au/infosec/ism/">https://acsc.gov.au/infosec/ism/</a> for further information</p> <p>The Trusted Digital Identity Framework (TDIF) which provides a standard for digital identity in Australia. Available at <a href="https://www.dta.gov.au/what-we-do/policies-and-programs/identity/">https://www.dta.gov.au/what-we-do/policies-and-programs/identity/</a></p> <p>Australian Government Guidelines on Reporting Incident and Conducting Security Investigations. Available at <a href="https://www.protectivesecurity.gov.au/governance/Documents/Reporting-incidents-and-conducting-security-investigations-guidelines-v1.2.pdf">https://www.protectivesecurity.gov.au/governance/Documents/Reporting-incidents-and-conducting-security-investigations-guidelines-v1.2.pdf</a></p> <p>Australian Government Cyber-Security Strategy 2016 available at <a href="https://www.homeaffairs.gov.au/nationalsecurity/Documents/australia-cyber-security-strategy.pdf">https://www.homeaffairs.gov.au/nationalsecurity/Documents/australia-cyber-security-strategy.pdf</a></p>										
<b>Insurance Requirements</b>	<table> <tr> <th>Type</th><th>Coverage</th></tr> <tr> <td>Public liability insurance</td><td>\$10,000,000</td></tr> <tr> <td>Product liability insurance</td><td>\$10,000,000</td></tr> <tr> <td>Professional indemnity insurance</td><td>\$5,000,000</td></tr> <tr> <td>Workers compensation insurance</td><td>As required by Law</td></tr> </table>	Type	Coverage	Public liability insurance	\$10,000,000	Product liability insurance	\$10,000,000	Professional indemnity insurance	\$5,000,000	Workers compensation insurance	As required by Law
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Product liability insurance	\$10,000,000										
Professional indemnity insurance	\$5,000,000										
Workers compensation insurance	As required by Law										
<b>Additional Intellectual Property Rights</b>	Not applicable										
<b>Other Requirements</b>	<p>Proposed Personnel performing the Services will be required to sign a Deed and acknowledgements relating to confidentiality, security, moral rights, intellectual property and other relevant matters as required by the Agency. Any Contract will be conditional on this occurring.</p>										



**ATTACHMENT A: DESCRIPTION OF THE GOODS AND/OR SERVICES TO BE PROVIDED**

To provide Case Officer support to the ACT FOI team as directed. The role is to assist the ACT Ombudsman with the implementation of its functions under the *Freedom of Information Act 2016*.

Duties will be at the APS 5 classification level and may include assisting with:

- case managing applications for review of access decisions made by ACT agencies and Ministers
- undertaking legal research to identify the correct or preferable outcome in review matters
- drafting FOI decisions for the ACT Ombudsman
- processing requests for extensions of time for access applications
- case managing FOI complaints made to the Ombudsman about ACT agencies and Ministers
- utilising dispute resolution techniques to conciliate review and complaint matters
- preparing and managing correspondence, file notes and other documentation relating to allocated matters
- taking responsibility for the timely progression of allocated matters to short timeframes
- engaging with stakeholders and members of the public, including drafting factsheets and other guidance material, and
- other tasks as directed.

Duties are to be performed under broad direction from the ACT Strategy and FOI Director and in accordance with the APS Values, Code of Conduct, and the Commonwealth Ombudsman's values of independence, impartiality, integrity, accessibility, professionalism and team work.

Signed for and on behalf of  
Commonwealth of Australia  
as represented by the Office of the  
Commonwealth Ombudsman ABN  
53 003 678 148 by its duly authorised  
delegate in the presence of:

s 47F

47F

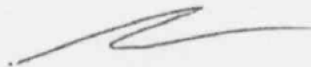
Signature of Witness

Adele

Name of Witness

Date:

30/6/2021



Signature of Delegate

Symone Andersen

Name of Delegate

A/g Senior Assistant Ombudsman,  
Program Delivery Branch

Position of Delegate

Signed for and on behalf of FLXBL Legal  
Solutions Pty Ltd (trading as Adaptabl  
Legal) ABN 23 629 764 825 by its duly  
authorised Officer in the presence of:

s 47F

Signature of Witness

s 47F

Name of Witness

Date:

30/6/2021

s 47F

Signature of Authorised Officer

s 47F

Name of Authorised Officer

Client Solutions Manager

Position of Authorised Officer