



Companion to the D610 V1-2009 to V2-2013 Resi Statement App Upgrade (participating organisations only)

Date of Document: 1 July 2013 (12:30 PM)

Inclusions

B1 Frontline Apps (Platform)

Frontline Apps is an App-hosting platform (similar to an app-hosting smart phone, except coded into Microsoft Office and used on a PC), and is supplied free-of-charge¹.

Prior to using any Apps, a person within the organisation should be delegated² the job of ensuring that the maintenance of the three master tables in Frontline Apps (which are basically a cost centre details table, a client details table and a staff details table, and which staff and clients belong to which cost centres). If you cannot see a link to Frontline Apps on your desktop, email rostercoaster@gmail.com and we will reply **within 24 hours** with an installer attached.

D610 Residential Statement @ Frontline Apps

About the Old Legislation Version, "V1-2009")

The design of V1 is the intellectual property (IP) of the Department of Human Services Victoria (DHS), and the App Creator into which that design is configured is the IP of Frontline Resourcing (FR). V1 was rolled out licence free to 48 selected Community Services Organisations (CSOs) in 2009/10, and is earmarked to be decommissioned in favour of V2.

About the New Legislation Version, "V2-2013")

A New Legislation Version is due for release in 2013. A roll-out will occur in 2013 to all DHS-managed accommodation services and to participating CSOs. Again, design by DHS and configuration into our App

¹ Any costs that may apply now or down the track would relate to (optional) apps that you may wish to purchase, as you might with a smart phone.

² If you are that delegated person, and would like an easy walk-through on how to do this using the Data and Permissions Control App, please email rostercoaster@gmail.com and we will ring you back to make a time **within 24 hours**.



Creator by us will be funded by DHS (free-of-charge to the funded sector). But for V2 for CSOs, App Creator software, distribution, support³ and updates will unilaterally be the responsibility of Frontline Resourcing. Licence for V2 for a standard-sized (40 units⁴ or less) organisation located in a single State in Australia is \$82.50 per month⁵.

Terms & Conditions

The following is an overview of the main terms and conditions that apply. Additional information, including our privacy policy, is available via links on the home page of Frontline Apps.

- All prices quoted by us are always inclusive of GST. Access to the tool is via annual licence fee payable at the start of each year, and payment method is via an invoice from us to you.
- Prices are indexed annually on January 1 at the benchmark rate that DHS indexed its funded sector on the previous 1 July. This indexation rate is more closely aligned to the needs of our target market than other rates such as CPI.
- Frontline Apps (including the App Creator into which designs for new apps are configured) and RosterCoster are copyright Frontline Resourcing, all rights reserved.
- Depending on your service types and which app the current documentation applies to, one unit means⁶ 30 “institutional setting unit” (for example, a unit within a youth justice facility), 40 houses or 160 ISPs in a community based setting. For example, an organisation with 40 houses + 160 ISPs = 80 units. Price drops to 50% per unit after 40 units (economy of scale), then 50% again after 80 units and so on. If your service type is complex, we have a pricing app into which we can enter your mix of units, houses and ISPs, and get an immediate pricing.
- Licence fees exclude help desk and user support statistics, locally tailored workflows, software enhancements requested by you (a separate add-on product is available for that), but as matter of course, you will receive all generic upgrades as they are added to the tool under our continuous improvement program.
- Licence includes the Frontline Resourcing User Support Program (USS): in-tool FAQs and handy tips in the first instance escalating to online user manual and help desk for users in the second instance, escalating to recommendations to the user to seek training assistance from the organisation’s App Coordinator (who we will train within the scope of the licence under the train-the-trainer model).
- Our insurances are the standard for our services to government departments: public liability \$5m, product liability \$5m, professional indemnity \$2m.

³ User Support for V2, unlike for the previous V1, will be the Frontline Resourcing User Support Program (see Terms & Conditions).

⁴ For a definition of “units”, see Terms & Conditions.

⁵ Excludes tailoring to local requirements. We recommend, however, against tailoring as a general rule – the standard DHS layout has been the subject of considerable research.

⁶ Rarely, certain apps are based on a straight staff or client count, in which case a unit means 200 staff or 200 clients.