Department of Communities, Child Safety and Disability Services

Outputs Catalogue

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Contents

Introduction

The Queensland Government has committed to introducing service improvement measures to improve efficiency and effectiveness and new funding approaches as a means of reducing the administrative burden on funded non-government organisations. The service improvement measures include streamlining funding arrangements, establishing a common intake framework, harmonising licensing and accreditation/quality systems, introducing output funding and reporting and standardising a service output costing methodology. These measures are designed to achieve greater financial and organisational sustainability.

This Outputs Catalogue is a product of the output funding and reporting project – one of the service improvement measures. It clarifies the level and type of outputs the department purchases and operates as a menu from which to select outputs when designing new initiatives or transitioning existing funding to output funding. The catalogue includes the matching outputs now used by service areas but this does not limit outputs funded in the future.

The Australian Institute of Health and Welfare produces the National Classifications of Community Services (NCCS)[1], which is designed to assist with collecting quality data that is nationally consistent across community services. Community services departments, the Bureau of Statistics, and representatives of non-government organisations contributed towards the development of the classifications. The national classifications of community services are cross-matched with housing, homelessness and disability national data items, as well as to home and community care classifications.

The definition of an output is 'a product or service'. This catalogue covers only those outputs which are services. As part of Output Funding and Reporting the Department funds organisations to deliver services, which are the outputs, and organisations are asked to report on the consumption of the outputs in terms of the measures (for example hours or places).

This catalogue does not cover the circumstances where the department provides funds to purchase product outputs. On occasions the department provides funds to organisations or individuals to enable them to purchase products such as medical aids or bus tickets. On other occasions the department itself purchases products and provides them to organisations at very low cost to enable them to deliver services. For example, the department might purchase land and construct housing which is then provided to an organisation to enable it to deliver crisis housing, transitional housing, or tenancy management. These product outputs are not included in this catalogue.

Outputs hierarchy:
The diagram below shows the hierarchy together with an example from Child and Family Programs. The bottom tier is the level which the department will fund in the future and this is used for acquitting against outputs.
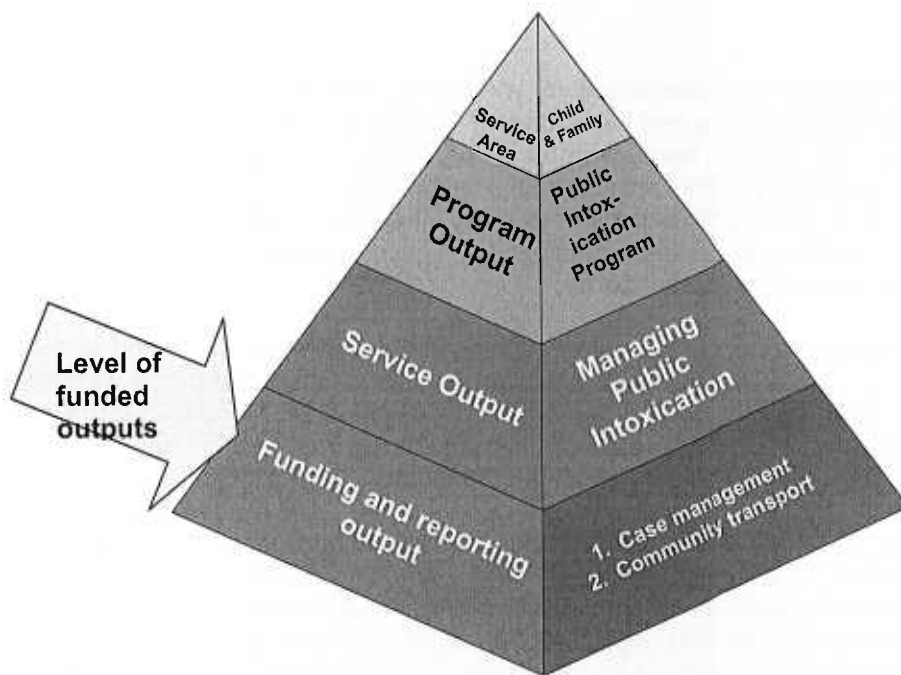
Diagram – Hierarchy of outputs

Funding mode:
The Outputs Catalogue has been designed for some funding modes[2] but not all of them. The Framework for Investment in Human Services identifies several modes of investment: donation, sponsorship, government service provision, purchased or contracted service delivery, provision of funding for service delivery to not-for-profit organisations, provision of funding to for-profit organisations, and provision of funding for capital projects. Those in scope for output funding and reporting are government as purchaser or contractor, and government as funder of service delivery.

Donations are outside the scope of output funding. One reason is that the definition of this mode is "Government is not expecting or requiring discrete or quantified outcomes which are in direct proportion to the funds allocated"[3]. Likewise, sponsorship is defined as "Government wishes to support a particular event or activity and to receive a degree of recognition and/or strategic advantage in return for that support" but not accountability or "involvement in complex governance arrangements"[4].

The catalogue

The purpose of the Outputs Catalogue is to assist with clarifying what the department is funding and how it will be measured. It will assist with tender documents and with identifying the reporting and acquittal activities undertaken by NGOs. The department will be able to analyse and compare the outputs delivered by programs to better understand trends in output delivery and price differentials.

Specifying outputs:
As a result of the transition to output funding and reporting, each service agreement with an NGO will contain the specific outputs covered by the agreement and which the funded NGO is expected to deliver. The steps involved in identifying the output/s to fund include:

- Applying the Framework for Investment in Human Services to determine the funding mode. Output funding applies only to funding provided under the investment modes of "government as purchaser or contractor" and "government as funder of service delivery".
- The next step is to examine the outcomes to be achieved by the funding and matching this to output/s that will contribute to these outcomes. This may be assisted by considering the product or service that will be generated by the consumption of the funding on workers. Consider what product or service the paid staff in the service will deliver. For example, will they deliver counselling, or will the primary service be providing information, advice or referral?
- If these steps do not assist with identifying the appropriate output, consider the group of outputs most likely to apply and then select from amongst this group. For example, choose personal and social support if that is appropriate, then choose from amongst information advice and referral, personal support, community living support or daily living support.
- Ultimately, a service delivering on program outcomes will be funded for a few outputs, rather than many.

Units of measure:
Against each output in the Catalogue, there is a unit of measure. These are most commonly hours or places. The unit of measure is applied to the output. For example, the output of individual advocacy has a unit of measure as hours. So the actual measure becomes hours of individual advocacy. The output of group homes and other small community-based accommodation has a unit of measure of places. So the actual measure is the number of places in group homes and other small community-based accommodation.

Output measures are one type of performance measure and the performance indicators. Other types of performance indicators or measures include efficiency, effectiveness, outcome, quality. In order to maximise the useability of data collected, it will be necessary to collect demographic data about the clients assisted and to count the numbers of clients assisted.

For programs with substantial Commonwealth funding and accompanying data collections, such as homelessness and disability services, and the Home and Community Care (HACC) program, national data collections are often required and will continue. In addition, existing output descriptors mandated by national program policy or legislation will remain.

The next section of this document deals with the counting rules for output measures.

Output Measures - Definitions

Just as this catalogue sets out the outputs for consistent use in the department, the definitions of how the outputs are measured need to be consistent. This section sets out the definitions which will need to be understood in various processes such as tendering, funding agreements, data collection and data analysis.

The output unit of measure/s associated with an output in this catalogue is the one which should be used to measure that output.

The following points need to inform practice in the use of output measures:
- The measure of 'hours' should be the default measure
- Where it makes sense, which will mostly occur when a residential place is involved, the measure of 'places' should be used.
- The measures of 'kilograms of food', 'one way trips' and 'meals' apply in specific circumstances as detailed in this catalogue.
- Only the measure noted for each output should be used for that output.

The information gathered from output reporting will be supplemented with data on, for example, throughputs.

Hours with clients/families

The time that should be counted towards hours of services or outputs delivered includes:

- face to face time spent with clients, service users or the community, and trainees; and
- time spent undertaking tasks on behalf of clients, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events.

The time that should not be counted in hours of service include activities that cannot be attributed to clients, such as:

- team meetings;
- travel;
- attending staff training;
- network meetings;
- supervision; and
- compiling data for reporting to the department.

Hours Count Table:

Count this time as part of hours of service/output		Not counted in hours of service
Time spent with clients/service users/community, for example, in person or on the phone: • Counselling • Case management • Personal assistance	**Time spent on behalf of a client or which can be attributed to a client:** • Arranging a referral • Writing file notes • Participating in case conferences • Recording data at time of assessment • Mobile service delivery • Preparing training materials	**Indirect time:** • Team meetings • Travel • Training • Networking meetings • Receiving supervision • Compiling or entering data for reporting purposes • Collating data • Supervising staff • Administrative tasks
All included in establishing cost		

Hours as time available

There are a small number of exceptions where the intent of funding is to purchase **time available** for clients irrespective of whether direct service delivery occurs. This exception is **only** applied when clearly stipulated in the Output/Initiative Specification.

For example:
Community patrols in Aboriginal and Torres Strait Islander communities are funded to go on patrol every night. Most nights they pick up clients and take them to a safe place. But occasionally, they find no-one. The hours that the service is on patrol (ie available) count towards hours of service because the department is purchasing an agreed set number of hours that the service conducts a patrol.

Hours with groups of people

The principles in the 'hours' definition above should apply to the 'hours spent with groups of people'. To ensure the department collects sufficient information to work out both hours delivered and hours of service, it is necessary to split an output into two if it is delivered both to individuals and to groups.

The split is necessary as for national reporting, Disability Services and HACC report hours received by clients. For other parts of the department and for costing and pricing, the department needs to know hours of service delivered.

An example of the split is provided below. The requirement is to:
1. Split the output into two. For example, (a) social and personal development with individuals and (b) social and personal development with groups.
2. For (a) and (b) count both the number of hours of service and the number of clients receiving the service.

The information that results could look like that contained in the following table.

Output: Social and personal development	Number of **hours** of service	Number of **clients** receiving the service	Total hours (for Disability Services and HACC)
(a) Social and personal development with individuals	2	1	2
(b) Social and personal development with groups	2	15	30

From the data collected by splitting the output, it is possible to conclude:

- that one client received two hours of individualised service
- that fifteen clients received two hours of service in a group
- that the 16 clients received 32 hours of service (for DS and HACC reporting to Commonwealth)
- the price paid for both lots of hours is the same (it isn't if you count 30 hours received by clients) which makes the task of accounting to the department for the funds more straightforward

Places

A place is defined as the number of occupied or potentially occupied spaces for clients who can be provided with a service. Further clarification of what a place entails, for example, the bundle of services integrally linked with the specific place, is to be contained in output specifications.

One way trips

A one way trip is a journey from a collection point to a destination point, regardless of the distance or how many stops occur between the two points.

Kilograms of food

A kilogram of food is the weight of food, irrespective of what kind of food is included.

Meals

Meals are those meals prepared and delivered to the client. This does not include meals prepared in the client's home which would usually be measured on an hourly basis.

Milestones

A milestone is a task, activity or event described in the service agreement that must be delivered within the specified timeframe/s. For some outputs it is not meaningful to use hours as a measure therefore "milestones achieved on an agreed plan" is referenced as the measure against those particular outputs. For some outputs a choice of measure is given either "hours" or "Milestones achieved on an agreed plan" in these circumstances when it is not meaningful to use the measure of hours, the use of Milestones is recommended.

Clients

As indicated in the table below, funded services will count the number of clients per output. In each reporting period, this should count one for each distinct person provided with a service. For some specific service types, the number of clients will refer to a count of families. In such cases the program specifications will indicate that a family is the primary client and targets will be set in relation to the number of families provided with the service.

Example of how the information is used in service agreements

Bringing all of the information together, the following table provides an example of what might appear in a funding agreement.

Table: **Hypothetical example showing funding and reporting**

Established by Department of Communities					Reported by NGO	
Output	Annual level of funding	Quantity range	Target number of clients	Target group	Measures	
					Number of hours of needs assessment and case management	Number of clients provided with needs assessment and case management
Needs assessment and management of case/service plans	$100,000	2,000 – 2,050	50	Young people		
Data collection						
Number of Aboriginal and/or Torres Strait Islander clients provided with needs assessment and management of case/service plans					NGO response	
Number of service users from non-English speaking backgrounds provided with needs assessment and management of case/service plans					NGO response	

Transition timeframes

The Department of Communities will commence the transition to output funding and reporting from 1 July 2010. All new funding from this date will be based on outputs. All programs areas will have developed transition plans for the move to output funding and reporting by this date.

Personal and social support

Information, advice and referral (A01.1)

A01.1.01 Interpretation/translation
Measure: hours

Providing alternative formats of communication for people who are unable to access information provided in the standard format.

A01.1.02 Consumer and legal information, advice and referral
Measure: hours

Providing information, advice and referral about legal matters and consumer issues and rights. [5]

A01.1.03 Financial advice, information and referral
Measure: hours

Providing information, advice, counselling or referral about the planning and management of financial resources.

A01.1.04 Adoptions/origins information, advice and referral
Measure: hours

Providing information, advice or referral about, and assistance to establish contact with, an adopted person aged 18 years or older, and/or members of their birth or adoptive family.

A01.1.05 Housing/tenancy information, advice and referral
Measure: hours

Providing information, advice and referral about available housing options and tenancy rights.

A01.1.06 General service availability, information, advice and referral
Measure: hours

Providing information, advice or referral about any specific services available to the general public and/or to specific groups.

Personal support (A01.2)

A01.2.01 Individual advocacy
Measure: hours

Activities aimed at enabling access to services or entitlements by providing an advocate to speak for, and negotiate on behalf of, service users, and or enabling self advocacy.

A01.2.02 Needs assessment and management of case/service plans
Measure: hours

Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.

A01.2.03 Mutual support and self-help
Measure: hours

Activities that facilitate and coordinate groups to exchange information and experiences and provide activities to meet common needs, and/or provide social, therapeutic and practical support.

A01.2.05 Incest/sexual abuse counselling
Measure: hours

Activities that help victims of incest/sexual abuse to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Activities may include, but are not limited to one-to-one or group discussion sessions with the client, usually provided on more than one occasion, dealing with incest or

sexual abuse.

A01.2.06 Domestic and Family violence counselling
Measure: hours

Activities that help people affected by domestic and family violence to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Activities may include, but are not limited to one-to-one or group discussion sessions with the client, usually provided on more than one occasion, focused around domestic and family violence.

A01.2.07 Crisis counselling
Measure: hours

Activities that help people who have experienced some form of crisis to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors.

A01.2.08 Counselling, other
Measure: hours

Activities that help service users to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.

DOC1.2.09 Maintenance and development of cultural links
Measure: hours

Activities that assist clients to maintain and develop links with their culture and community. This includes facilitating contact between clients and their family, friends and community to reduce isolation.

Community living support (A01.3)

A01.3.01 Social and personal development
Measure: hours

Activities that promote personal and social development and a sense of belonging in the community. These may be provided as structured classes or group activities on various aspects of personal development.

A01.3.02 Recreation/leisure
Measure: hours

Providing club activities, excursions, recreational camping, other holidays, and structured craft and hobby courses, for the purpose of supporting personal and social functioning.

A01.3.03 Living skills development
Measure: hours

Providing practical assistance and structured activities to develop or support the capacity for independent living, social interaction and the use of community facilities (for example, public transport and recreation, banking and shopping facilities).

A01.3.04 Providing personal support facilities and/or supervision
Measure: hours, places

Activities provided to ensure the safety of vulnerable people. Activities designed to help people maintain their personal and social survival skills through providing facilities such as but not limited to places for general meetings/social support, supervision of well being, supervision of safety, showers, mail pick-ups and notice boards.

A01.3.05 Community transport
Measure: hours

Providing transport for general community use (as distinct from special transport for individuals) in accessing community facilities or participating in community activities.

A01.3.06 Community placement

Measure: hours

Activities that assist people who are disadvantaged (in terms of their capacity for independent living) in gaining access to suitable community housing arrangements and to other appropriate community resources and services that will help maintain them in such accommodation

Daily living support (A01.4)

A01.4.01 Personal assistance
Measure: hours

Activities such as assistance with dressing, showering and grooming.

A01.4.02 Domestic assistance
Measure: hours

Activities such as assistance with cleaning, washing, ironing, cooking and assistance with tasks outside the home, such as shopping.

A01.4.03 Home maintenance
Measure: hours

Activities of maintenance and repair of homes, gardens and yards, to keep them in a safe and habitable condition.

A01.4.04 Community nursing care
Measure: hours

Providing personal care, health care, treatment and supervision in the home of the recipient, in relation to non-acute or post-acute health problems. The purpose of non-residential nursing care services may be to facilitate stabilisation and assist with health management or to enable recipients to live in their own homes.

A01.4.05 Social support, escorting, visiting and personal transport
Measure: hours, one way trips

Providing social support, companionship and reassurance of safety to people living at home and in need of support, escorting or other special transport provision to enable them to access community services and facilities.

A01.4.06 Food service
Measure: meals

Delivering meals, food shopping and preparation, and advice provided to the place of residence for people unable to provide adequate meals for themselves.

A01.4.07 Allied health/paramedical care
Measure: hours

Providing allied health care such as therapy support for individuals, early childhood intervention and drug/alcohol support or intervention of an allied health or paramedical nature.

DOC1.4.08 In-home accommodation support
Measure: hours

Providing in-home living and/or developmental services to assist individuals to live in their own home. It includes providing assistance with activities such as dressing, showering, grooming, cleaning and/or cooking. It also includes providing assistance with household management support, such as budgeting and social support to enable individuals to access essential community services.

Support for children, families and carers

Child protection (A02.2)

A02.2.01 Protective investigation
Measure: hours

Activities that involve responding to, and investigating reports or notifications of, child abuse or neglect or harm to a child. Includes gathering information and interviewing family members.

A02.2.03 Intensive family support
Measure: hours

Activities that seek to prevent the separation of families with child protection concerns or seek to reunify families where separation has already occurred. Activities focus on improving family functioning and are generally intensive and short term in nature.

Out of home care (A02.4)

A02.4.01 Assessment of substitute carers
Measure: hours

Activities that seek to assess the eligibility and suitability of people to become substitute/foster carers. This includes consideration of the personal characteristics of the applicants and their ability to provide a secure and beneficial environment for a child.

A02.4.02 Out of home care placement and post-placement supervision
Measure: places

Activities that place children in out of home care including foster care, placements with relatives or kin, and residential care and the follow up on the outcomes of these placements. Care is provided to a child in a variety of care arrangements other than with their parents.

Family and child assistance (A02.5)

A02.5.01 Family therapy and mediation
Measure: hours

Family therapy and mediation refers to discussion sessions or support dealing with family and relationship problems or issues.

A02.5.02 Development of family/household management skills
Measure: hours

Activities that re-establish and maintain minimum levels of family, household and child rearing management skills. The aims of these activities may include preventing child and family entry to the formal statutory protection system. For tertiary services, such as Child Safety services, the aims may also include facilitating early home release of children from out of home accommodation or providing alternative options to removing a child from home after a court protective hearing.

Carer support (A02.6)

A02.6.01 Respite care
Measure: hours, places

Respite care refers to assistance received by a carer from a substitute carer who provides supervision and assistance to their care recipient in their absence. A person providing respite care (that is, substitute carer) may assist with other activities as part of substituting for the usual carer.[6]

Training, vocational rehabilitation and employment

Employment, job placement and support (A03.2)

A03.2.01 Job search skills development
Measure: hours

Providing assistance in acquiring basic skills for obtaining employment.

A03.2.02 Employment placement and support
Measure: hours

Providing assistance in obtaining and retaining paid employment in the open labour market, generally with full award wages and conditions. Support is provided as long as is required. It is usually more intense in the initial period in conjunction with on-the-job training, after which it becomes a lower level of maintenance support.

Financial and material assistance

Material assistance (A04.2)

DOC4.2.01 Disaster related financial and material assistance
Measure: number of clients

Activities that provide equipment, clothing and household items, meals and transport to meet particular needs in times of crisis or disaster. The equipment can include wheelchairs, household and vehicle modifications and cash grants to purchase such equipment or carry out modifications. It can include food hampers, parcels and vouchers in crisis situations.

A04.2.03 Providing food
Measure: kilograms of food delivered, meals

Providing read-to-eat meals, food hampers, parcels and vouchers to people in crisis or emergencies.

A04.2.04 Concessions
Measure: hours

Providing reductions in the costs of services or charges to eligible people in recognition of disadvantages they face, including concessions on standard charges for municipal rates, transport fares, water, energy and housing.

Residential care and supported accommodation

Residential care and supported accommodation for people with disabilities (A05.2)

A05.2.01 Group homes and other small community-based cared accommodation
Measure: places

Group homes provide a combined accommodation and community-based residential support to people in a residential setting. Usually no more than six service users are located in any one house, although this can vary. Group homes are staffed up to 24 hours a day.

A05.2.02 Larger residential accommodation for people with disabilities
Measure: places

Larger residential accommodation services are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of seven or more beds. In some cases it can be greater than 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site.

A05.2.03 Alternative family placement
Measure: places

Placements of a person with a disability, with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

Accommodation with support (A05.4)

A05.4.01 Temporary supported accommodation
Measure: places, hours

Providing support to people in designated temporary accommodation. The main characteristic of this type of supported accommodation is it is short term and is NOT provided to people in long term housing

A05.4.02 Long Term supported accommodation
Measure: places, hours

Providing support to people in designated long term housing. The main characteristic of this type of support is it is provided to people in long term housing.

Corrective Services

Correctional and rehabilitative supervision (A06.1)

A06.1.01 Corrective supervision
Measure: hours

Providing formal supervision by statutory and/or authorised officers in compliance with court supervision or probation officers.

A06.1.02 Attendance and treatment
Measure: hours

Providing a defined amount of mandatory, structured, rehabilitative activities, and/or a defined period of mandatory treatment, as an alternative to detention.

Housing Services

DOC1.9.01 Tenancy management
Measure: places

Providing services towards managing the tenancy of a property, including establishing a tenancy, maintaining a tenancy, managing disputes and ending a tenancy.

DOC1.9.02 Asset management
Measure: hours

Providing a comprehensive and structured approach to the long term management of assets as tools for the efficient and effective delivery of community benefits.

Service and community development and support

Service support and development (A07.1)

A07.1.01 Advice and consultancy on service networks
Measure: hours

Providing technical and other specialist advice to other agencies on matters such as buildings, equipment, service evaluation techniques and program development strategies.

A07.1.02 Coordination/network development
Measure: hours, milestones achieved on agreed plan

Driving the development of networks and/or coordinating networks to minimise duplication and share specialist knowledge.

A07.1.03 Providing training and training resources
Measure: hours, milestones achieved on agreed plan

Provision of training, training resources, and professional development to organisations.

A07.1.04 Volunteer resource development and or placement
Measure: hours, milestones achieved on agreed plan

Providing volunteers with knowledge about the roles, functions, activities and policies of non-government organisations, with training in discharging their duties and responsibilities as volunteers. This may include referrals to registered service providers.

A07.1.05 Management consultancy/advice
Measure: hours

Providing advice to other organisations on matters such as legal incorporation, management structures, financial management and accountability, staff management and strategic planning.

Community/group development and support (A07.2)

A07.2.01 Community education
Measure: hours, milestones achieved on agreed plan

Promoting greater public awareness about social issues through providing information.

A07.2.02 Community/community centre-based development and support
Measure: hours, milestones achieved on agreed plan

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

A07.2.03 Cultural group development
Measure: hours, milestones achieved on agreed plan

Activities that seek to enhance the cultural identity of particular communities through projects such as community days, history projects and promoting cultural relevance in mainstream services.

Social planning, social action and group advocacy (A07.3)

A07.3.01 Social planning and policy development
Measure: hours, milestones achieved on agreed plan

Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic investigation of existing programs and services, gathering information from field expertise and experience, and publicising and applying information gained.

A07.3.02 Social action and group advocacy
Measure: hours, milestones achieved on agreed plan

Activities that aim to change or maintain existing social policies and programs by taking community action on, and lobbying appropriate organisations about, social policy issues of relevance to the general public or to specific groups.

Attachment 1 - Definitions

Term	Definition
Input	What is invested e.g., money, time, materials, equipment, capital
Output	A product or service generated from the consumption of resources, for example, a workshop, counselling, curriculum, meeting, meal, bed night, counselling, training, a referral, etc, that is delivered. Outputs must be quantifiable and exist to meet client demand.
Output measure	The unit of measurement of outputs e.g., an hour, a place
Output reporting	Output reporting refers to the system of reporting by the non-government service providers against the agreed level of outputs as established in service agreements
Outcome	The result of change, including the impact of outputs, affecting real-world behaviour and/or circumstances; such learning, attitudes, motivations, aspirations.
Throughput	The number of who have received the service. By itself, this is not a useful measure as it doesn't indicate the quality or quantum of service a client receives.
Unit of measure	Each output in the catalogue contains a measure. This measure is the unit of measure that should be used with that output.

Endnotes

[1] Australian Institute of Health and Welfare, National Classifications of Community Services Volume 2 (2002) accessed on 18/1/10 at http://www.aihw.gov.au/publications/hwi/nccsv2/nccsv2.pdf

[2] Queensland Government, Framework for Investment in Human Services accessed 12 March 2010 at http://www.communityservices.qld.gov.au/department/publications/human-services-framework/publications/framework-investment.doc

[3] Ibid

[4] Ibid

[5] All definitions in this catalogue are from or adapted from the National Classification of Community Services. The Queensland Government acknowledges AIHW and NCCS as significant sources for this document.

[6] HACC Data Dictionary Version 1.0, Primary type of assistance received.