

Individuals

Investment Specification

Version: 2.2

Date: Effective 1 December 2015

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1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Individuals has been designated as a funding area to provide support to vulnerable Queenslanders to improve their personal safety, enhance their sense of healing and wellbeing, increase participation, and strengthen their resilience and self-reliance.

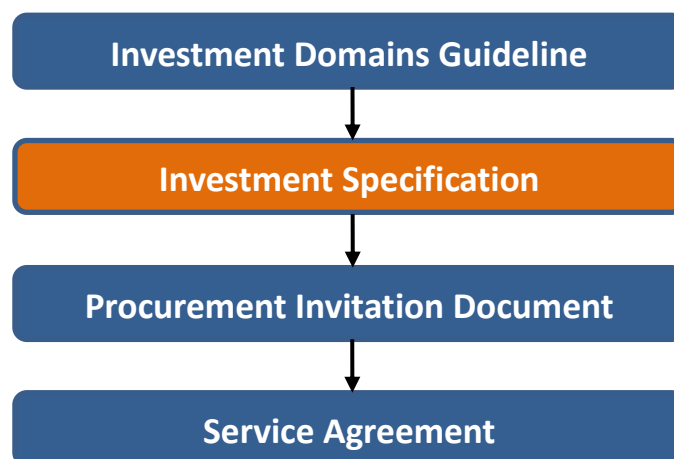
1.1 Purpose of the investment specification

The purpose of this investment specification is to describe the intent of funding, the Service Users and identified issues, the service types, and associated service delivery requirements for services that are funded under the Individuals Funding Area.

This investment specification is a guide for service delivery for Individuals, where all service types contribute to outcomes. The investment specifications allow for flexibility, responsiveness and innovation in service delivery, enabling the right services to be delivered to the right people at the right time.

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 12 for more information and links to the investment domains guideline and other associated documents.

Figure 1 – Funding document hierarchy



The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

2. Funding intent

The department provides grant funding to a range of non-government organisations to deliver support to vulnerable Queenslanders experiencing or affected by a difficult personal issue and assist them to get their lives back on track. Support may occur across the spectrum of investment domains of Capable, Resilient and Safe, and may contribute to one or a combination of the following outcomes:

- improved personal safety
- enhanced sense of healing and wellbeing
- connected to appropriate services and information
- reduced immediate financial stress
- increased overall resilience and self-reliance.

Individuals may be assisted across a continuum of support that provides direct pathways for individuals into the service system; provides specialised supports to clients; and also assists clients out of the system when support is no longer required.

As support for individuals is also provided through other Queensland Government and Australian Government agencies, funding is intended to complement rather than duplicate existing services and supports.

2.1 Context

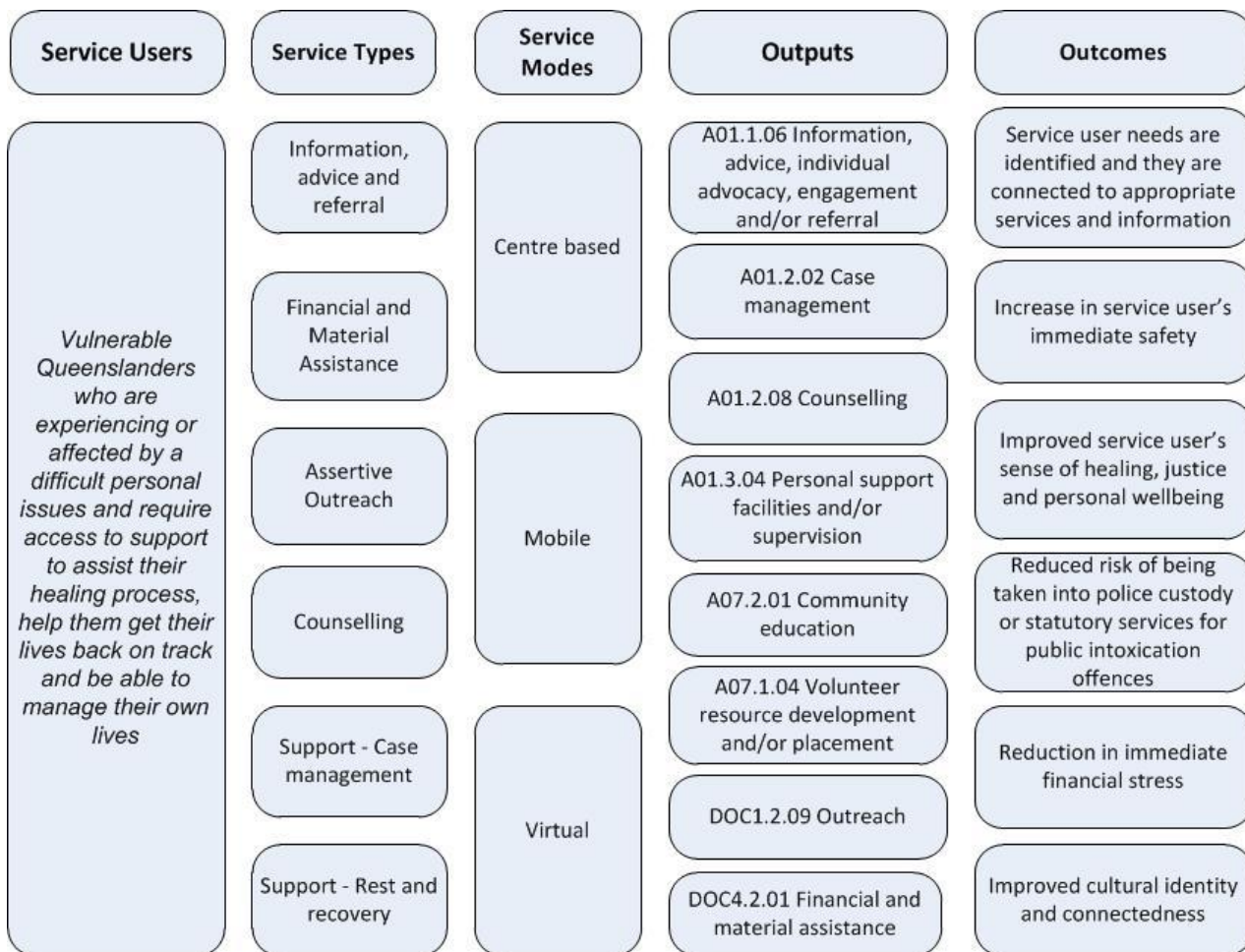
A priority area for the department in the [2015-2019 Strategic Plan](#) is to improve the lives of vulnerable Queenslanders. In line with the Strategic Plan, the department funds services for individuals who are affected by a crisis, personal issue or trauma.

For some individuals, the issues they face may be chronic, complex, and multiple; however, others may require only a short period of support.

Support for individuals may be related to a particular issue or circumstance, and also relate to the individual's level of resilience. In both cases, the Service User determines the level of support they need.

It is important to note that individuals are not simply a discrete group of Service Users, but are also important and contributing members of families and communities.

3. Investment logic



4. Service delivery overview

The table below provides an overview of Service Users and service delivery types within the Individuals Funding Area. This is not an exhaustive list; the department may from time to time update this investment specification in response to evidence and changing needs, to invest in additional service delivery responses, or different combinations of responses. Please refer to the most up to date version of this investment specification (refer to Section 11 for web links).

Service Users	Service types
Adults affected by alcohol (U1020)	Access - Information, advice and referral (T103)
	Support - Rest and Recovery (T322)
Adults affected by alcohol (Aboriginal and Torres Strait Islander people) (U1023)	Access – Community Support - <i>Refer Community Investment Specification (T101)</i>
	Access - Information, advice and referral (T103)
	Support - Assertive Outreach (T316)
	Support - Rest and Recovery (T322)
	Support - Case management (T314)
Adults affected by problem gambling (U1030)	Access – Community Support - <i>Refer Community Investment specification (T101)</i>
	Access - Information, advice and referral (T103)
	Support - Case management (T314)
	Support – Counselling (T318)
Adults affected by sexual violence (U1040)	Access – Community Support - <i>Refer Community Investment specification (T101)</i>
	Access - Information, advice and referral (T103)
	Support - Case management (T314)
	Support – Counselling (T318)
Adults experiencing personal, family, relationship and/or financial issues (U1150)	Access – Community Support - <i>Refer Community Investment specification (T101)</i>
	Access - Information, advice and referral (T103)
	Support - Case management (T314)
	Support – Counselling (T318)
	Support - Financial and material assistance (T333)
Adults who identify either as Forgotten Australians or former child migrants (U1160)	Access – Community Support - <i>Refer Community Investment Specification (T101)</i>
	Access - Information, advice and referral (T103)
	Support - Case management (T314)

Service Users	Service types
Adults impacted by adoption (U1170)	Access - Information, advice and referral (T103)
	Support – Counselling (T318)
	System Support – Capability Building - <i>Refer Service System Support & Development Investment Specification (T440)</i>
Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence (U1253)	Support - Case management (T314)

4.1 Description of service types

Support services improve the capability, resilience, and safety of vulnerable Queenslanders, and provide a range of responses to support Service Users.

Access services assist individuals and community groups to identify available supports, and provide support to access the services they need. Access services may also assist in increasing access to community-based activities and events.

The service types in Section 7 provide details of the range of supports provided to Service Users under the Individuals funding area.

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under the Individuals Funding Area must comply with the relevant statements under the headings of 'Requirements' as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of 'Considerations'.

Requirements for all services are outlined in Section 5.1.1. Service delivery requirements for specific Service Users and service types are outlined in Sections 6 and 7.

5.1.1 Requirements for all services

- Funded organisations will operate with low or no entry requirements for Service Users, for example:
 - access and level of service should not be affected by the Service User's ability to pay a service charge
 - rather than excluding Service Users with challenging behaviours, services must develop alternative processes for managing these Service Users (within a risk management framework).
- Where the funded organisation is unable to provide services to a person, due to ineligibility or lack of capacity, there must be processes in place to refer the person to an appropriate alternative service.

- Service delivery staff must be competent in risk assessment and safety planning.
- Staff must be appropriately trained and culturally and professionally diverse (where possible), and have the appropriate skills to meet the complex needs of Service Users.
- Funded organisations are responsible for the recruitment of appropriately qualified staff, provision of appropriate induction, training and professional supervision of these staff.
- Staff are expected to actively refer Service Users to appropriate holistic supports. As such, staff are expected to have access to relevant information regarding a range of services their Service Users may need to be referred to.

5.1.2 Considerations for all services

- Mechanisms should be in place to allow meaningful Service User participation in service planning, design and evaluation.
- Strategies should be developed and regularly used to determine effectiveness and appropriateness of the service delivery model.

6. Service delivery requirements for specific Service Users

- Services should demonstrate a high level of coordination with other services and agencies (e.g. health services, legal and court services, Queensland Police Service) that may also provide immediate and ongoing support to individuals.

6.1 Adults affected by alcohol (U1020)

Definition

Adults who are intoxicated and are leaving licensed venues within designated precincts.

Purpose of funding

Identify and assist vulnerable people with potential safety issues by providing immediate support to individuals who are intoxicated to improve their safety and wellbeing.

6.1.1 Requirements — Adults affected by alcohol

- Support and risk management strategies must be in place to ensure the safety of staff and volunteers.
- Referral pathways will be developed for the service to refer to other services, such as the police or ambulance, but will focus on connecting people with their own existing support networks such as family and friends. The service will provide information about transport and support options.

6.1.2 Considerations — Adults affected by alcohol

Staff and volunteers will be provided with support and full training on the objectives of the program, referral pathways, protocols and accredited first aid qualifications. Any volunteers will be appropriately screened and supervised. Paid staff and volunteers will be expected to commit to a documented code of conduct.

Senior practitioners in each team are to provide briefing, debriefing for workers, volunteers, problem solving for emergent situations, liaison with emergency services, other community services and groups as required.

6.2 Adults affected by alcohol (Aboriginal and Torres Strait Islander people) (U1023)

Definition

Aboriginal and Torres Strait Islander men and women who are affected by alcohol and are either in police custody or able to be diverted from police custody, and require a safe place to sober up.

Purpose of funding

Provide immediate and ongoing support to Aboriginal and Torres Strait Islander men and women who are affected by alcohol, and are either in police custody or able to be diverted from police custody. Support may include assistance to them (and their families and friends) to sober up safely and access the necessary services and support they need to improve their safety, health and wellbeing.

6.2.1 Requirements — Adults affected by alcohol (Aboriginal and Torres Strait Islander people)

- Funded organisations must:
 - align service delivery to the practices and tools articulated within the [Guidelines, tools and resources](#).
 - demonstrate a high level of coordination with Queensland Police Service and relevant human service providers, to ensure Service Users and their family and friends receive the supports they need.
 - employ appropriately qualified and experienced professionals to work with Service Users.

6.2.2 Considerations — Adults affected by alcohol (Aboriginal and Torres Strait Islander people)

Funded organisations should attempt to employ staff of Aboriginal and Torres Strait Islander background.

Service delivery mode options:

- Centre based
- Mobile

6.3 Adults affected by problem gambling (U1030)

Definition

Adults who are affected by problem gambling.

Purpose of funding

Provide immediate support to adults experiencing and impacted by the harmful effects of gambling. Assist them (and their family and friends) to access the necessary services and support they need to improve their wellbeing.

6.3.1 Requirements — Adults affected by problem gambling

- All services must input data and reporting within the Gambling Help Services System.

6.3.2 Considerations — Adults affected by problem gambling

- Services demonstrate a high level of coordination with other gambling help services and relevant human services providers (e.g. financial support services, health services, homelessness services, legal and court services) to ensure individuals affected by problem gambling receive the spectrum of support they need.

Service delivery mode options:

- Centre based
- Mobile
- Virtual.

6.4 Adults affected by sexual violence (U1040)

Definition

Adults who have experienced sexual violence at any time in their lives.

Purpose of funding

Provide immediate and ongoing support to assist adults affected by sexual violence at any time in their lives, assist them (and their family and friends) to improve their personal safety, and ensure they have access to the healing, justice and support they need to rebuild their lives.

6.4.1 Requirements — Adults affected by sexual violence

- Services must adhere to the principles and best-practice framework articulated in the [Queensland Government Interagency Guidelines for Responding to People who have Experienced Sexual Assault](#).

6.4.2 Considerations — Adults affected by sexual violence

- Services are encouraged to use the National Association of Services Against Sexual Violence [National Standards of Practice Manual for services against sexual violence](#) as a guide in responding to sexual assault.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.5 Adults experiencing personal, family, relationship and/or financial issues (U1150)

Definition

Adults experiencing personal, family, relationship and/or financial issues, including those resulting from a natural disaster.

Purpose of funding

Provide support and financial assistance to adults experiencing personal, family, relationship and/or financial issues, including those resulting from a natural disaster. Assist them to improve their health, wellbeing and connection with family and community.

6.5.1 Requirements — Adults experiencing personal, family, relationship and/or financial issues

Funded organisations must demonstrate a high level of cooperation with other human services and agencies to ensure Service Users receive the spectrum of support they need.

6.5.2 Considerations — Adults experiencing personal, family, relationship and/or financial issues

- For services providing disaster recovery responses, additional reporting may be required. A template will be provided for this reporting.
- Services may be delivered with or without the use of volunteers.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.6 Adults who identify either as a Forgotten Australian or former child migrant (U1160)

Definition

Adults who turned 18 years on or before 31 December 1999 and spent time as children in Queensland children's homes, orphanages and other forms of institutional out-of-home care.

Purpose of funding

Provide information and support to Forgotten Australians or former child migrants, and assist them (and their family and friends) to improve their general wellbeing and identify their own pathway to healing and justice.

6.6.1 Requirements — Forgotten Australians or former child migrants

Services will:

- coordinate activities with Australian Government funded Find and Connect workers and
- support the development of innovative responses for Forgotten Australians living in regional and rural areas, and for those living interstate.

6.6.2 Considerations — Forgotten Australians or former child migrants

Services demonstrate a high level of coordination with the Australian Government's Find and Connect Services and relevant human service providers to ensure Service Users (and their family and friends) receive the supports they need.

Service delivery mode options:

- Centre-based
- Virtual

6.7 Adults impacted by adoption (U1170)

Definition

Adults aged 18 years or over impacted by adoption in Queensland.

Purpose of funding

Provide information and support to people affected by adoption, and assist them (and their birth or adoptive family members) to access records and help them prepare for and approach the family member they have been searching for.

6.7.1 Requirements — Adults impacted by adoption

Funded organisations must be familiar with the Adoption Act 2009.

6.7.2 Considerations — Adults impacted by adoption

Funded organisations should demonstrate a high level of cooperation with other human services organisations and agencies to ensure Service Users receive the spectrum of supports they need.

Service delivery mode options:

- Centre-based
- Virtual
- Mobile

6.8 Men who are affected by alcohol and/or who perpetrate domestic and family violence – (Aboriginal and Torres Strait Islander men) (U1253)

Definition

Aboriginal and Torres Strait Islander men aged 16 years or older, identified as being affected by alcohol and violence, including as perpetrators of domestic and family violence in relationships as defined under the Domestic and Family Violence Protection Act 2012.

Purpose of funding

The purpose of funding is for Indigenous men to address, resolve and/or build resilience to the underlying causal factors which lead them to consume alcohol (and other substances). To change negative behaviour which affects their individual health, wellbeing and health of their families and community. These men will be assisted to change their harmful and/or abusive behaviour.

6.8.1 Requirements — Men who are affected by alcohol and/or who perpetrate domestic and family violence (Aboriginal and Torres Strait Islander men)

The funded organisation will:

- operate with a harm-minimisation framework with a focus on harm reduction
- encourage client consultation and participation through development of culturally appropriate service delivery models
- work collaboratively with other service providers in the local service system to:
 - deliver services which complement existing services for women, particularly those services responding to domestic and family violence
 - eliminate duplication of activities
 - deliver holistic, integrated responses and supports for clients.
- actively participate in local plans and strategies to address community safety
- actively participate in any local collaborative, integrated service system plans or strategies to improve client outcomes
- be flexible and provide differential responses – including reallocation of resources to do so – as required to address issues identified by the local community which may be affecting the wellbeing and safety of the community.

6.8.2 Considerations — Men who are affected by alcohol and/or who perpetrate domestic and family violence (Aboriginal and Torres Strait Islander men)

- In considering a service model, research indicates that services achieve some level of success through community acceptance with participation including targets for change that are community-identified and community-led.
- Additionally, any services that support men to address harmful levels of alcohol consumption and domestic and family violence (including to take responsibility as perpetrators of violence), should also consider the requirements for holistic, integrated and potentially differential responses that work with all family members and which complement already established services for victims, perpetrators and children.

7. Service delivery requirements for specific Service Types

7.1 Access — Information, advice and referral (T103)

Services that assist Service Users and community members to make informed decisions about, or be connected to, the services and support they need. These responses are an important aspect of both prevention and early intervention approaches and may involve preliminary needs identification for the purpose of identifying appropriate service and support options.

An assisted referral is intended to actively link Service Users to appropriate services. Referrals may provide Service Users access to localised universal community support services, and/or function as a gateway to accessing more specialised support services. An assisted referral includes:

- initial verbal contact with the agency receiving the referral
- discussion with receiving agency about referral requirements
- provision of an (anticipated) appointment time
- forwarding appropriate documentation to receiving agency
- following-up with receiving agency regarding the progress of referral.

Information, advice and referral is not intended to be ongoing contact with a Service User, but rather an entry point to other services they may require.

7.1.1 Requirements — Information advice and referral

- Information, advice and referral services are intended to provide Service Users with information about the range of services available to them, advice regarding the range of services that may respond to their needs, and active support to ensure their successful referral to these services.
- Some Service Users may be clear about the type of information they require. Other Service Users may need assistance to identify the range of services and responses relevant to their needs. For these Service Users, services may need to undertake a preliminary needs identification process.
- Preliminary needs identification is intended to: assist in determining the range and severity of the Service User's needs and risk factors; ensure that any advice provided is personalised and tailored to

the Service User's situation, support needs and support goals; and enable the successful linking of a Service User to services identified as suitable for their needs.

- Information, advice and referral should always be accurate and aligned with best practice and expert knowledge of the service delivery area for which the service is funded. Good advice explains legislation, regulations and processes that may apply.
- Information should be provided to Service Users in a timely and accurate manner, and explained in a way the Service User is most likely to understand. In order for information to be understood by Service Users, information may need to be provided in a range of ways. Some information may be given verbally, while other information may need to be presented as printed material or electronically as an online resource.

Where appropriate a combination of verbal and written information may be required. In order for information to be understood, some Service Users may need assistance through an interpreter, or translated written material.

- Staff providing information and referral services to people should possess excellent customer service skills, outstanding communication skills and be able to effectively engage with a diverse range of community members. Staff should also be highly skilled in quickly identifying a person's needs and matching their needs to relevant information sources.

7.1.2 Considerations — Information advice and referral

- Funded organisations providing information, advice and referral to Service Users are responsible for ensuring that all sources are up-to-date and accurate.
- Funded organisations are responsible for the recruitment of appropriately qualified staff, provision of appropriate induction, training and professional supervision of these staff.

7.2 Support — Case management (T314)

Case management is a collaborative, client-centred process aimed at empowering whilst working with Service Users to effectively meet their individual needs, increasing their self-reliance and independence. Case management incorporates direct client service, based on identification, assessment and planning for their support needs, whilst coordinating Service User access to a range of other appropriate services.

Case management can fall broadly into two categories: working with the Service User on specific goals that can be addressed by a single service provider, and complex goals that require a co-ordinated response across more than one service provider.

7.2.1 Requirements — Case management

Where brokerage is offered a case management plan must be developed to achieve identified goals. Brokerage must not be used where funds are available from alternative sources.

7.2.2 Requirements — Case management (men's services ONLY)

1. Data collection - The funded organisation for this service will:
 - record case management through group or individual activities conducted by Men's Service staff with service users.
 - gather client information which can be obtained from client notes, informal conversations and observations of service users during these activities.
 - document individual goals, activities and outcomes for the service user. The process will assist in providing a culturally appropriate service response to service users aimed at assisting individuals and community in reducing alcohol-related violence and alcohol misuse.

2. Service delivery - The funded organisation for this service will:

- deliver activities in a culturally appropriate way with an emphasis on group activities that may be flexible and ideally lead to more focussed work with individual service users.
- ensure service users are set achievable goals within realistic timeframes.
- deliver programs that build resilience and coping skills in individuals and families and at the community level. The service delivery model may include work with peer supports, individuals and groups, delivering age group appropriate responses and activities to reconnect service users with family and community.
- encourage service users through group activities to achieve goals and support them in addressing harmful behaviours that relate to alcohol use and violence, (including perpetrators of domestic and family violence) by building self-reliance and self-awareness and developing coping skills.
- conduct activities aimed at addressing individual support needs to assist individuals in taking greater control of and responsibility for their lives; and at encouraging them to engage with activities to address individual needs.
- link services with a range of other appropriate services, either in their community or visiting services.

- provide service planning that can be recorded through two activities: working with service users in group activities focusing on specific goals, and through one on one sessions potentially with more than one service provider to achieve more complex goals.

3. Activities - The funded organisation for this service will:

- ensure the support program has an overall balance across a range of activity types, and should not be limited to a single type (for example, a strong emphasis on purely recreational activities that are not linked to particular goals or outcomes). All activities in response to individual and community needs can include:
 - Supporting service users in their day-to-day interactions with other service providers and community members
 - Service planning should incorporate identified individual needs as well as emergent issues or needs of the community
 - Provision of or assistance to access specialist activities, programs and projects to assist clients to achieve goals through informal group activities
 - Educational activities about alcohol consumption, risks and harmful behaviours associated with levels of alcohol consumption
 - o Affecting the client's own health, well-being and safety
 - o Affecting the personal relationships and immediate family of the clients
 - Activities that address violent and abusive behaviour including domestic and family violence
 - o Recognising behaviour and the impact on others
 - o Accepting responsibility for behaviour
 - o Changing behaviour
 - o Appropriate use of Social Media (not using this resource in an abusive or proactive way)
 - Activities that assist personal development and growth
 - o Building emotional health, resilience and coping skills
 - o Building the ability to manage physical health and mental health conditions
 - o Developing general life skills including communication skills, literacy, financial literacy and budgeting skills
 - o Mentoring / peer support / team work and group responsibility
 - Activities with a strong emphasis on positive roles and behaviours in family and the community
 - o Promoting and developing respectful (protective/conciliatory) and responsible behaviours
 - o Improving relationships and parenting
 - o Parenting groups/skills
 - o Promoting positive role-modelling

- Promoting peer support and mentoring
- Raising awareness of the role of traditional male initiation (or contemporary initiation)
- Building understanding of the disadvantages of having a criminal history
- Activities that promote connection to culture, family and responsibility
 - Cultural and recreation activities
 - Cultural information and education in addition to Aboriginal History
 - Connecting traditional roles to contemporary roles and responsibilities
- Activities can also include
 - General service availability information, advice and referral.
 - Include practical skills development strategies
 - Horsemanship / stockman skills
 - Diversion activities for young people

7.2.3 Considerations — Case management

- The case management process may include the following elements¹:
 - needs identification – is undertaken following initial contact, and is designed to capture a preliminary understanding of a person’s support needs. Needs identification intends to facilitate early action to link the Service User to adequate support before issues escalate into crisis. (An example of a tool enabling needs identification is the Wellbeing Wheel developed for the Helping Out Families initiative).
 - risk and needs assessment - a more in-depth process for identifying a Service User’s needs, strengths, risk and protective factors. Assessment and re-assessment may occur a number of times throughout the support period. An example of a needs assessment tool is the Common Assessment Tool developed for The Next Step.
 - support planning – documents the Service User’s support goals and identifies the range of support services required. An example of this tool is the Support Plan developed for The Next Step.
 - direct service and coordination – this stage involves the actual provision of practical assistance to a Service User, and direct support to access a range of relevant services best placed to respond to the Service User’s identified support goals services/resources needed. This may include counselling, practical support or other support as identified by the Service User.
 - review, closure and evaluation – this phase of the support period involves either a re-assessment of a Service User’s needs, strengths and protective factors, or finalising the end of a support period.
- Case management is responsive to fluctuations in Service User need, which in-turn affects the number of Service Users a worker may be responsible for at any one time. A case worker may have fewer numbers of Service Users requiring a higher level of support, while also supporting a greater number of Service Users with minimal support needs.
- Case management approaches recognise that the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support need at any one time.
- Case managers may be required to utilise brokerage funds in order to purchase services/support on behalf of Service Users (e.g. family mediation, counselling).

¹ Developed from Gronda, Helen (2009). Final Report: What Makes Case Management Work for People Experiencing Homelessness. Australian Housing and Urban Research Institute (AHURI).

7.3 Support — Assertive outreach (T316)

Assertive outreach provides an immediate response to individuals who may be hard to engage or who do not present to required support services of their own volition.

Assertive outreach often provides the first point of contact for Service Users to a service. In this sense, assertive outreach is purposefully intended as a Service User-centred service element that brings the service/s to the (potential) Service User.

Assertive outreach functions as an important gateway to more individualised service elements and supports. Over time, workers build a relationship of trust with Service Users and encourage their engagement and participation in more formalised support activities (such as case management). As such, workers require good knowledge of referral pathways and relevant support services for Service Users.

Assertive outreach is active and persistent, at times requiring a commitment to work with Service Users over the medium to long-term.

7.3.1 Requirements — Assertive outreach

- Funded organisations must provide a mobile patrol of some form (on foot or by vehicle).
- Funded organisations must adhere to the practices articulated in the [Guidelines, tools and resources](#) for diversion services.
- Staff undertaking assertive outreach must possess a current First Aid Certificate.
- First Aid Kits must be accessible for all assertive outreach staff.
- Staff undertaking assertive outreach must be provided with a mobile phone to use in case of emergencies.
- Staff work in teams and must never work alone on a shift. These services are funded to provide a minimum of two staff for each shift (usually one male and one female) to ensure the safety of staff and Service Users. (Please Note: this does not apply to cell visitor services)

7.3.2 Considerations — Assertive outreach

Services targeting engagement with Aboriginal and Torres Strait Islander people should aim to recruit staff of Aboriginal and Torres Strait Islander background.

7.4 Support — Counselling (T318)

Counselling is a therapeutic process that provides a compassionate environment for individuals to express their feelings, be supported to understand, manage identified emotions, behaviours, and intra-and interpersonal relationships with more clarity and purpose. A range of different counselling approaches and techniques can be utilised depending upon the target group and nature and complexity of a person's identified needs.

Counselling may assist a person to cope with challenges and make positive changes in their life where necessary, including addressing practical issues. Counselling may also help them come to terms with a difficult situation and move forward with increased resilience. Ultimately, counselling aims to reduce a person's confusion, distress and conflict in the immediate and long term.

7.4.1 Requirements — Counselling

- Funded organisations must not provide clinical counselling responses (e.g. provided by a psychologist or psychiatrist) to Service Users. Service Users must be referred to appropriate clinical services if this type of support is required.

- The counselling process should include some of the following elements:
 - intake - a process of gathering Service Users' information to determine whether counselling is appropriate for the Service User and whether the service is suitable to address Service Users' needs. Data collected could include client contact and other relevant details; client history; reason for referral; and previous counselling episodes.
 - assessment – occurs during the initial phase of counselling and focuses on establishing rapport; identifying the Service User's presenting problem(s) and primary needs; identifying Service User's strengths; and determining the most appropriate counselling/treatment approach.
 - developing a counselling plan – involves determining approximate counselling duration, goal setting and setting achievable outcomes for the Service User. Such intentions are recorded and reviewed throughout the period of Service User engagement. Unlike case management support plans (which include supports delivered by the case manager and other services), counselling plans relate to the treatment provided directly by the counsellor to the Service User during the therapeutic process.
 - intervention – offers a range of interventions designed to decrease the Service User's confusion and distress; increase healthy coping strategies and problem solving skills; and find alternative solutions. Maintaining rapport is central to the counselling process and vital at this stage.
 - case closure – is a well-planned process allowing the Service User to prepare themselves for the final counselling session and beyond. The counsellor and Service User evaluate strategies taken to achieve goals and other successes, as well as the areas that did not go according to plan.

7.4.2 Considerations — Counselling

- Counselling approaches recognise that the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support needed at any one time.
- The duration of counselling work can vary and is dependent on how the Service User presents, the complexity of the issue/s, and the Service User's readiness to change. For example, some Service Users may only require a single session of counselling, and others may require support over a longer period of time.

7.5 Support — Rest and Recovery (T322)

Rest and recovery services provide a safe, monitored and culturally appropriate place for intoxicated people to sober up; a reduced risk of harm from being intoxicated in public places; an alternative to being held in police custody for public intoxication offences; and support to access services that would help the person to give up or reduce drinking.

Highly intoxicated people may be vulnerable to physical and mental health problems. The service will supervise rest and recovery from intoxication, and frequently monitor clients during their stay for any changes in their mental or physical condition that could indicate the need for medical attention.

7.5.1 Requirements — Rest and Recovery

- Funded organisations must adhere to the practices articulated in the [Guidelines, tools and resources](#) for diversion services.
- Staff must possess a current First Aid Certificate.

7.5.2 Considerations — Rest and Recovery

- Funded organisations should offer Service Users a culturally safe environment; and a quiet, safe place to rest and recover with minimal stimulation. The Service User should be encouraged to rehydrate and when sober be provided with food before leaving the service.

- Funded organisations targeting engagement with Aboriginal and Torres Strait Islander people should aim to recruit staff of Aboriginal and Torres Strait Islander background.

7.6 Support — Financial and material assistance (T333)

Activities that provide cash, food vouchers, food parcels and third-party payments to Service Users experiencing immediate financial crisis. These services aim to prevent future financial crisis by referring Service Users to appropriate financial and social support services.

7.6.1 Requirements — Financial and material assistance

Funded organisations must not utilise funding for establishment costs, operating costs or salaries and will not report against funding.

7.6.2 Considerations — Financial and material assistance

Funded organisations providing financial and material assistance services aim to increase financial resilience by ensuring Service Users are referred to appropriate financial and social support services.

8. Service modes

There are no specific service mode requirements.

9. Deliverables and Performance Measures listed by Service Users

The following deliverables and performance measures are funded under the Individuals funding area. The service agreement will identify the relevant outputs and measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported.

COUNTING RULES, DESCRIPTORS AND REPORTING EXAMPLES: For counting rules, detailed descriptors and examples please refer to the [Catalogue Version 1.](#)

OUTCOME MEASUREMENT: All quantitative reporting on outcome measures can be supplemented with **optional** qualitative evidence. Qualitative reports can be uploaded to OASIS using IS70. As qualitative reporting is optional the IS70 code will not appear in agreements but will be visible in OASIS.

Service Users	Service Types	Outputs
<p>U1020 - Adults affected by alcohol</p> <p>U1023 - Adults affected by alcohol (Aboriginal and Torres Strait Islander people)</p> <p>U1030 - Adults affected by problem gambling</p> <p>U1040 - Adults affected by sexual violence</p> <p>U1150 - Adults experiencing personal, family, relationship and/or financial issues</p> <p>U1160 - Adults who identify either as Forgotten Australians or former child migrants</p> <p>U1170 - Adults impacted by adoption</p> <p>U1253 – Men who are affected by alcohol and/or who perpetrate domestic and family violence – (Aboriginal and Torres Strait Islander men)</p>	<p>T101 - Access – Community Support – (<i>Refer to Community Investment Specification</i>)</p> <p>T103 – Access Information advice and referral</p> <p>T314 - Support - Case management</p> <p>T316 – Assertive Outreach</p> <p>T318 - Support – Counselling</p> <p>T322 – Support – Rest and Recovery</p> <p>T333 – Support – Financial and material assistance</p> <p>T440 – System Support – Capability Building (<i>Refer Service system Support & Development Investment Specification</i>)</p>	<p>A01.1.06 – Information, advice, individual advocacy, engagement and/or referral</p> <p>A01.2.02 –Case management</p> <p>A01.2.08 – Counselling</p> <p>A01.3.04 – Personal support facilities and/or supervision</p> <p>A07.1.04 – Volunteer resource development and/or placement</p> <p>A07.2.01 – Community Education</p> <p>DOC1.2.09 Outreach</p> <p>DOC4.2.01 Financial and material assistance</p>

The following information relates to information found in items 6.2 and 7.1 in a Service Agreement or 6.2 and 9.1 in a Short Form Service Agreement

U1020 - Adults affected by alcohol

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1020	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1020	T103	A01.3.04 Personal support facilities and/or supervision	Number of hours	Number of Service Users	A01.3.04	Number of hours provided during the reporting period
U1020	T322					Number of Service Users who received a service during the reporting period

Relates to Section 7.1 of the Service Agreement			
Service User Code	Service Type Code	Throughput Measure	
U1020	T103	NA	NA
U1020	T316		
Service User Code	Service Type Code	Demographic Measure	
U1020	T103	NA	NA
U1020	T316		
Service User Code	Service Type Code	Outcome Measure	
U1020	T103	NA	NA
U1020	T316		

Service User Code	Service Type Code	Other Measure	
U1020	T103	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U1020	T316		

U1023 - Adults affected by alcohol – Aboriginal and Torres Strait Islander people

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1023	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
U1023	T314					Number of Service Users who received a service during the reporting period
U1023	T316					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1023	T103	A01.3.04 Personal support facilities and/or supervision	Number of places	Number of Service Users	A01.3.04	Number of places provided during the reporting period
U1023	T322					Number of Service Users who received a service during the reporting period
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1023	T103	DOC1.2.09 Outreach	Number of hours	Number of Service Users	DOC1.2.09	Number of hours provided during the reporting period
U1023	T322*					
U1023	T316					Number of Service Users who received a service during the reporting period

*This service type does not apply to cell visitor services

Relates to item 7.1 or 9.1 of the agreement		Throughput Measure	
Service User Code	Service Type Code	IS	Measure
U1023	T103	IS136	Number of Service Users who were referred to a service
Service User Code	Service Type Code	Demographic Measure	
U1023	T314	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U1023	T316		

U1023	T322		
U1023	T103	IS39	Number of Service Users identifying as being from culturally and linguistically diverse backgrounds
U1023	T314		
U1023	T316		
U1023	T322		
Service User Code	Service Type Code	Outcome Measure	
U1023	T316	OM2.1.01	Number of Service Users that have shown improvement in being safe and/or protected from harm
U1023	T322		
U1023	T314	OM2.1.02	Number of Service Users with improved cultural identity/connectedness
U1023	T314	OM2.1.04	Number of Service Users with improved quality of life
U1023	T103	OM2.1.05	Number of Service Users with improved ability to access appropriate services
U1023	T316		
Service User Code	Service Type Code	Other Measure	
U1023	T103	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U1023	T314		
U1023	T316		
U1023	T322		

U1030 - Adults affected by problem gambling

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1030	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
U1030	T314					Number of Service Users who received a service during the reporting period
U1030	T318					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1030	T103	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
U1030	T314					Number of Service Users who received a service during the reporting period
U1030	T318					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1030	T103	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
U1030	T314					Number of Service Users who received a service during the reporting period
U1030	T318					

Service particulars in the funding schedule must contain this statement: "For gambling services all services must input data and reporting within the Gambling Help Services System".

Relates to item 7.1 or 9.1 of the agreement		Throughput Measure	
Service User Code	Service Type Code		
U1030	T103	NA	NA
U1030	T314		
U1030	T318		
Service User Code	Service Type Code	Demographic Measure	
U1030	T103	NA	NA
U1030	T314		
U1030	T318		
Service	Service	Outcome Measure	

User Code	Type Code		
U1030	T103	NA	NA
U1030	T314		
U1030	T318		
Service User Code	Service Type Code	Other Measure	
U1030	T103	NA	NA
U1030	T314		
U1030	T318		

U1040 - Adults affected by sexual violence

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1040	T318	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
U1040	T314					
U1040	T318				Number of Service Users who received a service during the reporting period	

Relates to item 7.1 or 9.1 of the agreement		Throughput Measure	
Service User Code	Service Type Code		
U1040	T314	IS150	Number of Services Users with new case plan developed
Service User Code	Service Type Code	Demographic Measure	
U1040	T314	IS205	Number of female Service Users
U1040	T318		OR Number of male Service Users
U1040	T314	IS35	Number of Services Users identifying as Aboriginal and/or Torres Strait Islander
U1040	T318		
U1040	T314	IS39	Number of Services Users identifying as being from a culturally and linguistically diverse (CALD) background
U1040	T318		
Service User Code	Service Type Code	Outcome Measure	
U1040	T103	OM2.1.04	Number of Service Users with improved quality of life
U1040	T314		
U1040	T318		

Service User Code	Service Type Code	Other Measure	
U1040	T101	IS61	Report Brokerage
U1040	T103		
U1040	T314		
U1040	T318		
U1040	T314	IS70	Report attached
U1040	T318		
U1040	T101	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U1040	T103		
U1040	T314		
U1040	T318		

U1150 - Adults experiencing personal, family, relationship and/or financial issues

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1150	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U1150	T314	A01.2.08 Counselling	Number of hours	Number of Service Users	A01.2.08	Number of hours provided during the reporting period
U1150	T318					Number of Service Users who received a service during the reporting period
U1150	T318	A07.1.04H Volunteer resource development and placement	Number of hours	Number of Service Users	A07.1.04H	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U1150	T333	DOC4.2.01 Financial and material assistance	NA	NA	DOC4.2.01	NA

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput	Measure
U1150	T103	IS136	Number of Services Users who were referred to a service
U1150	T314	IS142	Number of Service Users receiving brokerage
U1150	T314	IS150	Number of Services Users with new case plan developed
U1150	T333	NA	NA
U1150	T314	GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of the identified needs being met
U1150	T318		

Service User Code	Service Type Code	Demographic Measure	
U1150	T314	IS35	Number of Services Users identifying as Aboriginal and/or Torres Strait Islander
U1150	T318		
U1150	T314	IS39	Number of Services Users identifying as being from a culturally and linguistically diverse (CALD) background
U1150	T318		
U1150	T333	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U1150	T314	OM2.1.04	Number of Service Users with improved quality of life
U1150	T318		
U1150	T103	OM2.1.05	Number of Service Users with improved ability to access appropriate services
U1150	T333	NA	NA
Service User Code	Service Type Code	Other Measure	
U1150	T101	IS63	Case studies/upload a document
U1150	T318		
U1150	T101	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U1150	T103		
U1150	T314		
U1150	T318		

U1160 - Adults who identify as Forgotten Australians or former child migrants

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1160	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	A01.1.06	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U1160	T314	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1160	T103	IS136	Number of Service Users who were referred to a service
U1160	T314	IS142	Number of Service Users receiving brokerage
U1160	T314	IS150	Number of Service Users with new case plan developed
U1160	T314	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of the identified needs being met
Service User Code	Service Type Code	Demographic Measure	
U1160	T314	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U1160	T314	IS39	Number of Service Users identifying a being from a culturally and linguistically diverse (CALD) background

Service User Code	Service Type Code	Outcome Measure	
U1160	T314	OM2.1.04	Number of Service Users with improved quality of life
U1160	T103	OM2.1.05	Number of Service Users with improved ability to access appropriate services
Service User Code	Service Type Code	Other Measure	
U1160	T101	IS61	Report Brokerage
U1160	T103		
U1160	T314		
U1160	T101	IS70	Complete and upload the report as per template provided
U1160	T103		
U1160	T314		
U1160	T101	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
U1160	T103		
U1160	T314		

U1170 - Adults impacted by adoption

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1170	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours	NA	A01.1.04	Number of hours provided during the reporting period
U1170	T318					
U1170	T440					

Relates to item 7.1 or 9.1 of the agreement						
Service User Code	Service Type Code	Throughput Measure				
U1170	T103	NA	NA			
U1170	T318					
U1170	T440					
Service User Code	Service Type Code	Demographic Measure				
U1170	T103	NA	NA			
U1170	T318					
U1170	T440					
Service User Code	Service Type Code	Outcome Measure				
U1170	T318	OM2.1.04	Number of Service Users with improved quality of life			
U1170	T103	OM2.1.05	Number of Service Users with improved ability to access appropriate services			

Service User Code	Service Type Code	Other Measure	
U1170	T103	IS61	Report Brokerage
U1170	T318		
U1170	T440		
U1170	T103	IS70	Complete and upload the report as per template provided
U1170	T318		
U1170	T440		
U1170	T103	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U1170	T318		
U1170	T440		

U1253 - Men who are affected by alcohol and/or who perpetrate domestic and family violence - (Aboriginal and Torres Strait Islander Men)

Relates to item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to item 7.1 or 9.1 of the agreement	
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1253	T314	A01.2.02 Case management	Number of hours	Number of service users	A01.2.02	Number of hours provided during the reporting period Number of Service Users who received a service during the reporting period
U1253	T314	A01.3.01 Social and personal development	Milestones	NA	A01.3.01	Report – Milestones (Men's Support Services)

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1253	T314	NA	NA
Service User Code	Service Type Code	Demographic Measure	
U1253	T314	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U1253	T314	OM2.1.02	Number of Service Users with improved cultural identity/connectedness
U1253	T314	OM2.1.03	Number of Service Users with improved family interactions/connectedness
Service User Code	Service Type Code	Other Measure	
U1253	T314	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

10. Contact information

For further information regarding this investment specification, please contact your nearest [service centre](#)

For information regarding current funding opportunities at the Department of Communities, Child Safety and Disability Services, please go to [funding and grants](#)

11. Other funding and supporting documents

- [Investment Domains Guideline](#)
- [Investment Specifications:](#)
 1. Child Protection (Support Services)
 2. Child Protection (Placement Services)
 3. Families
 4. Domestic and Family Violence
 5. Individuals
 6. Young people
 7. Older people
 8. Community
 9. Service System Support and Development
- [Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)

Report – Forgotten Australians

Client Data Collection and Reporting

Service Name: SEQ / Regional Centre /1800 (circle one)		
Service Number:		
Quarterly Period: insert start date to insert end date		
	Number of clients (refer to counting rules)	Comments
Age		
Born after 1981		
Born between 1972 and 1981		
Born between 1952 and 1971		
Born between 1932 and 1951		
Born before 1932		
Demographic information		
Male		
Female		
Number of clients with a disability		
Number of new clients		
Geographic information – 1800 number only		
Brisbane		
South East Qld		
Regional Centre		
Rural or Remote		

Activities/events provided to clients in SEQ or Regions		
Mode of delivery	Number of clients	Comments
Face to Face		
Phone Calls		
ICT contact		

Additional Information for Report (SEQ and Regional centre only):

<p>1-2 typical client case study/ies (one case study from a regional centre) demonstrating the effectiveness of relationships and coordination of services with other providers linked to client's support plan (max 2 pages per example)</p>
<p>Qualitative report demonstrating how clients are achieving goals through their support plans. This report is to give an overview of all clients on support plans for the reporting period (rather than individual clients as per the case study).</p>
<p>Progress report on the development of a network of preferred providers, for example, number of new services within the networks, and progress made towards protocols and agreements.</p>

Report - Brokerage

	No. of individual clients assisted	Amount of funds used
Purpose of Brokerage		
Specialist counselling services		
Other specialist services		
Preparation of victim impact statements/reports		
Travel expenses to access activities or services		
Participation in group, community or networking opportunities		
Total		

Use of Brokerage by locality		
Brisbane		
South East Queensland		
Regional		
Rural or Remote		
Interstate		

Use of Brokerage per Output		
General service availability, information advice and referral		
Community/community centre-based development and support		
Individual advocacy		
Needs assessment and management of case/service plans		

Report - Milestones

Reporting period from: insert start date to insert end date

Resources / tools	Date completed	Date reviewed	Comments
(put description of resources / tools here)			(Please send a copy of the completed resources to your CSO)
(Insert more rows as needed)			

Training / learning and development	Date of activity	Number of participants	Comments
(put description of activity here)			
(Insert more rows as needed)			

Community events	Date of activity	Number of participants	Comments
(put description of activity here)			

Community events	Date of activity	Number of participants	Comments
(Insert more rows as needed)			

Report – Milestones (Men’s Support Services)

Service Name:

Service Number:

Reporting period from: *Insert start date to insert end date*

Milestone – Case Studies (up to three) that demonstrate client experiences and benefits.

Case Study 1:

Case Study 2:

Case Study 3:

Report – Milestones (Men’s Support Services)

(Activities: provide two per quarterly reporting period)

Copy and paste table below for each activity during the reporting period.

Name of activity:	
Name of Activity: (include the name of the officer who delivered the activity)	
Description of the activity (structured classes/group activity):	
Target group / number of participants: (i.e. Men, Women or boys)	
Name the outcomes achieved by the activity. (What are the benefits for the clients?).	

Report – Reducing Demand Services

Service Name:

Service Number:

Reporting period from: *Insert start date to insert end date*

<u>Activity</u>	<u>Details</u>
<u>Purpose of the activity:</u>	
<u>Description of the activity (structured classes/group activity):</u>	
<u>Location of the activity.</u>	
<u>Target group / number of participants:</u> <u>(i.e. Men or women)</u>	
<u>Name the outcomes achieved by the activity (What are the benefits for the clients?)</u>	

Report – IS70 Qualitative evidence to supplement outcome measure (OPTIONAL)

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words.

Reporting period from: insert start date to insert end date

Outcome measure: insert measure

Supplementary qualitative evidence to outcome measure:

[insert here]