

# Community

## Investment Specification

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# 1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Community has been designated as a funding area to enable community members access to individualised support services to strengthen the social connectedness, participation and resilience of disadvantaged or at-risk community members; and increase broader community awareness of social issues

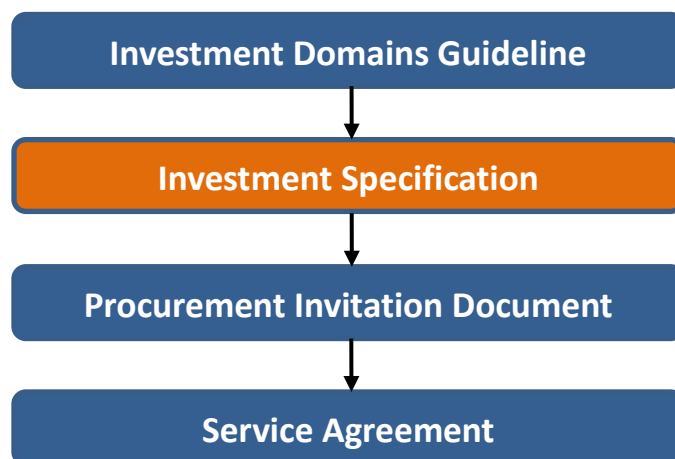
## 1.1 Purpose of the investment specification

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 Community funding area.

This investment specification is a guide for service delivery for Community funding area , 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 11 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 invests in prevention and early intervention responses throughout the community to reduce vulnerability and disadvantage.

Communities can be identified in two ways:

- Geographic community – people who live in a defined area;
- Community of interest and/or identity – people who share a similar interest or who identify with others in similar ways (e.g. young people, carers, seniors, culture, or ethnicity).

The department's investment approach is to improve the line of sight from investment through to outcomes. In line with this approach, funding under Community contributes to the following outcomes:

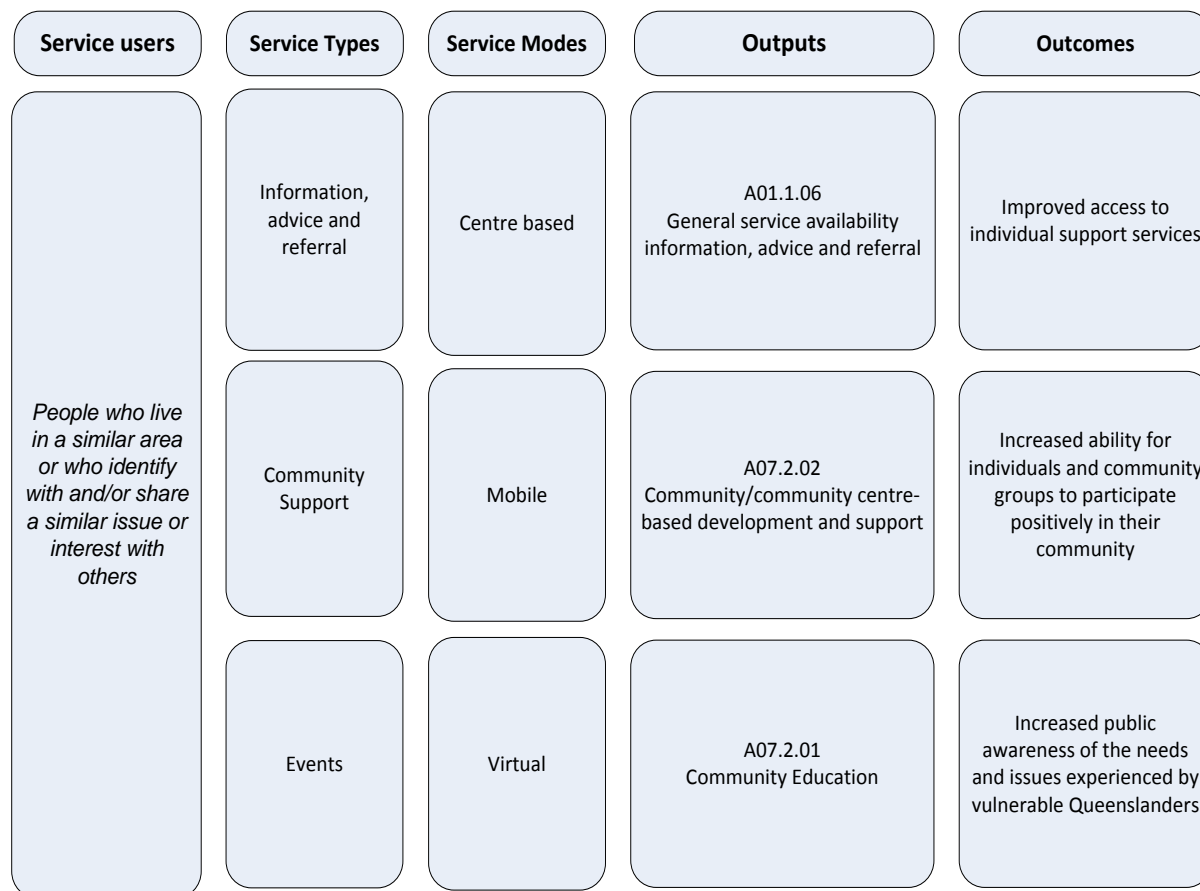
- increased ability for individuals and community groups to participate positively in their community
- improved access to individual support services
- increase public awareness of the needs and issues experienced by vulnerable Queenslanders
- improved liveability, cohesion and inclusion in Queensland communities.

## 2.1 Context

Improvement in *liveability, inclusion and cohesion* in Queensland is identified as a key policy objective within the department's current [2013 – 2107 strategic plan](#). Supporting communities to become strong, resilient, aware and inclusive has a positive impact on individual, family and community wellbeing. Making connections in the community is also a foundation area of the [Queensland Plan](#) .

The department collaborates with all levels of government and non-government providers to deliver responsive and holistic services to disadvantaged communities across the state.

### 3. Investment logic



### 4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Community 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
People who live in a similar geographic area (U4180)	Access - Information, advice and referral (T103)
People who identify with and/or share a similar interest or issue with others (U4180)	Access - Community support (T101) Access – Events (T102)

## **4.1 Description of service type**

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 Community funding area.

# **5. Service delivery requirements for all services**

## **5.1 General information for all services**

Services that are funded under the Community 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 below.

### **5.1.1 Requirements for all services**

Funded organisations must:

- operate with low or no entry requirements for Service Users, for example:
  - access and level of service should not be affected by the Service Users ability to pay a service charge
  - rather than excluding Service Users with challenging behaviours, services should develop alternative processes for managing these Service Users (within a risk management framework)
- have processes in place to refer the person to an appropriate alternative service where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity
- undertake appropriate processes to monitor and supervise volunteers. Volunteers must be required to commit to a code of conduct
- develop strong links with Aboriginal and Torres Strait Islander and culturally and linguistically diverse (CALD) organisations and develop strategies to increase engagement with these groups
- the program of activities must be responsive to the identified needs of Service Users and reviewed regularly to ensure that activities are relevant, viable and focused on reducing vulnerability and disadvantage.

### **5.1.2 Considerations for all services**

Nil.



## **6. Service delivery requirements for specific Service Users**

### **6.1 People who live in a defined geographic area (U4180)**

#### *Definition*

People who live in a defined geographic area.

#### *Purpose of funding*

The service will provide a non-stigmatising pathway to access universal community support services and an entry point to more targeted support services as required, within the targeted community.

#### **6.1.1 Requirements**

Nil.

#### **6.1.2 Considerations**

Nil.

#### *Service delivery mode options:*

*Centre-based*

*Mobile*

*Virtual*

### **6.2 People who identify with and/or share a similar interest or issue with others (U4180)**

#### *Definition*

People who share a similar interest or who identify with others in similar ways (e.g. young people, carers, seniors, culture, or ethnicity).

#### *Purpose of funding*

Provide activities that promote greater public awareness of social issues, and enhance the capacity of individuals and groups for participation, independence and interdependence within the community and for improving the social environment of the community or community interests.

#### **6.2.1 Requirements**

Nil.

#### **6.2.2 Considerations**

Nil.

*Service delivery mode options:*

*Centre-based*

*Mobile*

*Virtual*

## **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.

#### **7.1.1 Requirements — Information, advice and referral**

- Funded organisations providing information, advice and referral to Service Users are responsible for ensuring that all information and referral sources are up to date and accurate.

#### **7.1.2 Considerations — Information, advice and referral**

- 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. Advice should explain the 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 that 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 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 needs and matching needs to relevant information sources.

### **7.2 Access — Community Support (T101)**

Services that promote greater public awareness of social issues and enhance individual and group community capacity.

#### **7.2.1 Requirements — Community Support**

Funded organisations must:

- respond to the identified and emergent needs of the local community with a priority on vulnerable individuals and families within the community
- be flexible and culturally inclusive providing a range of community and centre-based activities.

- provide universal access for the community with a focus on vulnerable individuals, families and populations
- support access to more targeted services
- respond to the identified and emergent needs of the local community
- provide integrated and coordinated responses as part of the local service system
- provide a mixed balance of programs, services and activities
- promote community engagement and connectedness.

### **7.2.2 Considerations — Community Support**

- Services may provide community education targeting particular groups within their community to support awareness and understanding of a social issue to that particular group.

*Service delivery mode options:*

*Centre-based*

*Mobile*

*Virtual*

## **7.3 Access — Events (T102)**

Services that organise and hold events that relate to a particular community issue. The purpose of the event may be to provide information about a community issue/s and include activities aimed at a target group.

### **7.3.1 Requirements — Events**

Funded organisations must:

- develop and implement activities, events and/or resources that aim to raise awareness of social issues or a social issue
- use methods of engagement appropriate and/or relevant for the target service user group
- encourage participation by those affected by the social issue

### **7.3.2 Considerations — Events**

*Service delivery mode options:*

*Centre-based*

*Mobile*

*Virtual*

## **8. Service modes**

There are no specific service mode requirements.

## 9. Deliverables and performance measures

### Deliverables

The following outputs are funded under the Community funding area. The service agreement will identify the relevant outputs for each service outlet and the quantum to be delivered.

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
U4180	T101 T102 T103	<b>A01.1.06 General service availability, information, advice and referral</b>  Providing information, advice or referral about any specific services available to the general public and/or to specific groups.	[insert number of hours]	[insert number of Service Users]
U4180	T101 T102 T103	<b>A07.2.02 Community/ community centre-based development and support</b>  Providing a wide range of coordinated groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.	Milestones	n/a
U4180	T101 T102 T103	<b>A07.2.01 Community Education</b>  Promoting greater public awareness about social issues through providing information.	Milestones	n/a

## Performance measures

The following table includes the range of measures that are collected across the funding provided under the Community funding area. The service agreement will identify the relevant performance measures for each service outlet.

Service User Code	Service Type Code	Output Measures	Counting rules and examples
U4180	T101 T102 T103	<p><b>A01.1.06 General service availability, information, advice and referral</b></p> <p>Providing information, advice or referral about any specific services available to the general public and/or to specific groups.</p>	<p>Number of hours provided during the reporting period</p> <p>Count time spent working directly with and/or on behalf of clients in relation to the output.</p> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• From 6pm to 10pm, five workers are available and responding to calls and a sixth worker is providing counselling. Count as 24 hours.</li> <li>• Include hours spent working directly on behalf of a client and supporting client referrals, whether on the telephone with the client or not.</li> </ul>
			<p>Number of Service Users who received a service during the reporting period</p> <p>Report on number of Service Users (distinct individuals) who received a service against this output.</p> <p>Count 1 for each unique service user who received a service during the reporting period. (A case/support plan may not have been developed).</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A person contacts the service seeking refuge accommodation for herself and her two children. Count as one service user.</li> <li>• A person contacts the service seeking advice as to how to support a friend. Count as one</li> </ul>

Service User Code	Service Type Code	Output Measures	Counting rules and examples
			<p>service user.</p> <ul style="list-style-type: none"> <li>A person contacts the service to discuss personal circumstances in relation to domestic and family violence. Count as one service user.</li> </ul>
U4180	T101 T102 T103	<p><b>A07.2.02 Community/ community centre-based development and support</b></p> <p>Providing a wide range of coordinated groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.</p>	<p>Milestones</p> <p>Description of milestones achieved.</p>
U4180	T101 T102 T103	<p><b>A07.2.01 Community Education</b></p> <p>Promoting greater public awareness about social issues through providing information.</p>	<p>Milestones</p> <p>Description of milestones achieved.</p>

<b>Service User Code</b>	<b>Service type code</b>	<b>Throughput Measures</b>		<b>Counting rules and examples</b>
U4180	T101 T102 T103	IS136	Number of Service Users who were referred to a service	Count 1 for each unique service user who was referred to one or more service outlets.  Example: During the reporting period 7 Service Users presented at a service. Seven different Service Users were referred to another service that provides assistance matched to the Service Users' needs. One service user was referred to more than one service. Count as 13.
U4180	T101 T102 T103	IS147	Number of Service Users who received a service	Count 1 for each unique Service User who received a service during the reporting period.  A service user attends a mother's group at the local Neighbourhood Centre with toddler children. Count as 1 service user.
<b>Service User code</b>	<b>Service Type Code</b>	<b>Demographic Measures</b>		<b>Counting rules and examples</b>
Nil	Nil	Nil	Nil	Nil
<b>Service User code</b>	<b>Service Type Code</b>	<b>Outcome Measures</b>		<b>Counting rules and examples</b>
U4180	T101 T102 T103	Code	Number of Service Users with improved social connectedness	Count 1 for each unique service user who has shown evidence of improved social connectedness during the reporting period through a recognised client assessment tool.  The sum of this measure will be divided by the total number of Service Users, and multiplied by 100 to express as a percentage.  Example:  A service user indicates that they have attended three seniors week events in the reporting period. Count as one service user.  A service user attends a mother's group at the local Neighbourhood Centre with toddler children. Count as one service user.



U4180	T101 T102 T103	Code	Number of Service Users with improved service access	<p>Count 1 for each unique service user who has shown evidence of improved service access through a recognised client assessment tool.</p> <p>Examples:</p> <p>A service user attends a community event and received pamphlets and information regarding numerous support services. The service user reports they are now better informed and able to access services they need to address their issues. Count as one service user.</p> <p>A service user attends the front counter of a service and received information regarding counselling services, and is supported by the service to attend those sessions, Count as one service user.</p> <p>A service user phones a service and receives verbal advice that connects them to appropriate support services. The service user indicates that this information has been helpful. Count as one service user.</p>
Service User Code	Service type Code	Other Measures		Counting rules and examples
U4180	T101 T102 T103	GM01	Number of occasions that information, advice and referral services were provided (not provided elsewhere)	<p>Count 1 for each occasion of information, advice and referral services were provided.</p> <p><b>Do not count</b> internet web hits unless a webform (or similar device) was completed, requesting further information, advice or referral.</p> <p><b>Do not count</b> dissemination of leaflets, brochures or other printed material unless they resulted in a request for further information, advice or referral.</p> <p>Examples:</p> <p>A service outlet attends a market day and hands out flyers to members of the public. Count as 1 occasion.</p> <p>A member of the public comes into the service outlet and receives a brochure; on the way out they speak briefly with a staff member. Count as 1 occasion.</p>

U4180	T101 T102 T103	IS70	Report attached	Complete and upload the report as per the template provided.
U4180	T101 T102 T103	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?	Examples may include new staff member, training; work process enhancement, new referral arrangements, more integrated service delivery, natural disaster diverting resources, etc.

## 10. Contact information

For further information regarding this investment specification, please contact your nearest service centre, details of which can be found at [regional service centres](#).

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
- [Outputs Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)

## 2

# Attachment 1: Neighbourhood Centre Milestone Report Template

<b>Service Name:</b> <b>Service number:</b> <b>Reporting period from:</b> insert start date to insert end date
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## Milestone: Projects

Complete the table below for each project undertaken during the reporting period. Copy and paste as required.

<b>Name of project:</b>	
<b>Issue/ process used to identify issue:</b>	
<b>Purpose of project:</b>	
<b>Description of project:</b>	
<b>Number of participants:</b>	
<b>Evaluation, including but not limited to:</b> <ul style="list-style-type: none"> <li>• benefits for participants</li> <li>• feedback from participants if relevant:</li> </ul>	

## Milestone: Resources and Tools

Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

<b>Name of resource/ tool:</b>	
<b>Issue/process to identify issue:</b>	
<b>Purpose of resource/ tool:</b>	
<b>Description of resource/ tool and development process:</b>	
<b>Implementation/use/ distribution:</b>	

<b>Feedback/evaluation:</b>	
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<b>Milestone: Events</b>
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Complete the table below for each event delivered during the reporting period. Copy and paste as required.

<b>Name of event:</b>	
<b>Issue/process to identify issue:</b>	
<b>Purpose of event:</b>	
<b>Description of event:</b>	
<b>Location of activity/event:</b>	
<b>Target group/number of participants:</b>	
<b>Evaluation, including but not limited to:</b> <ul style="list-style-type: none"> <li>• benefits for participants</li> <li>• reflections/learnings/achievements</li> <li>• feedback from participants if relevant:</li> </ul>	
<b>Funding awarded (if applicable)</b> Eg: Number of applications received; number of grants awarded (who and how much)	
<b>Sponsorship (if applicable)</b> Eg: details of local sponsorship received including who from and quantity; umbrella sponsorship received including who from and quantity)	

# Attachment 2: Domestic and Family Violence Prevention Month

## Activity/Event Report

Organisation Name	
Name and description of the activity/event	
Date when the activity/event was conducted	
Location of the activity/event	
Estimated number of participants	
Three main outcomes achieved by the activity/event	
Name and contact details of person completing this report	

# Attachment 3: Seniors Week Milestone Report

Service Number: 511332

## Seniors Week – Annual Report

Reporting period: from 1 January 20\_\_ to 31 October 20\_\_

Provide details including a review and statistical summary of Seniors Week and an analytical overview of reflections and opportunities for continuous improvement.

Output	Report	Details
<b>A07.2.01 Community Education</b>	<ul style="list-style-type: none"> <li>• <b>Events/activities</b></li> </ul>	<ul style="list-style-type: none"> <li>• List of events/activities including:               <ul style="list-style-type: none"> <li>➢ Purpose of event</li> <li>➢ Location</li> <li>➢ Approximately how many attendees, including                   <ul style="list-style-type: none"> <li>▪ CALD</li> <li>▪ ATSI</li> </ul> </li> <li>➢ Type of event and name of organisation who led the event/activity</li> <li>➢ Known achievements</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Funding awarded</b></li> </ul>	<ul style="list-style-type: none"> <li>• Number of applications received</li> <li>• Number of grants awarded (who and how much)</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Sponsorship</b></li> </ul>	<ul style="list-style-type: none"> <li>• Details of local sponsorship received including who from and quantity</li> <li>• Umbrella sponsorship received including who from and quantity</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Reflections/Learnings</b></li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>