

Community

Investment Specification

Version: 2.2

Date: Effective 1 October 2016

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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.

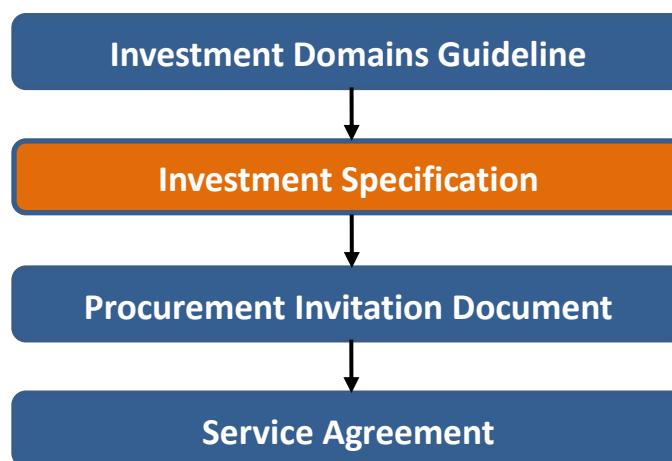
1.1 Purpose of the investment specification

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 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 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 identify and share a similar interest or issue with others (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, resilience and cohesion in Queensland communities.

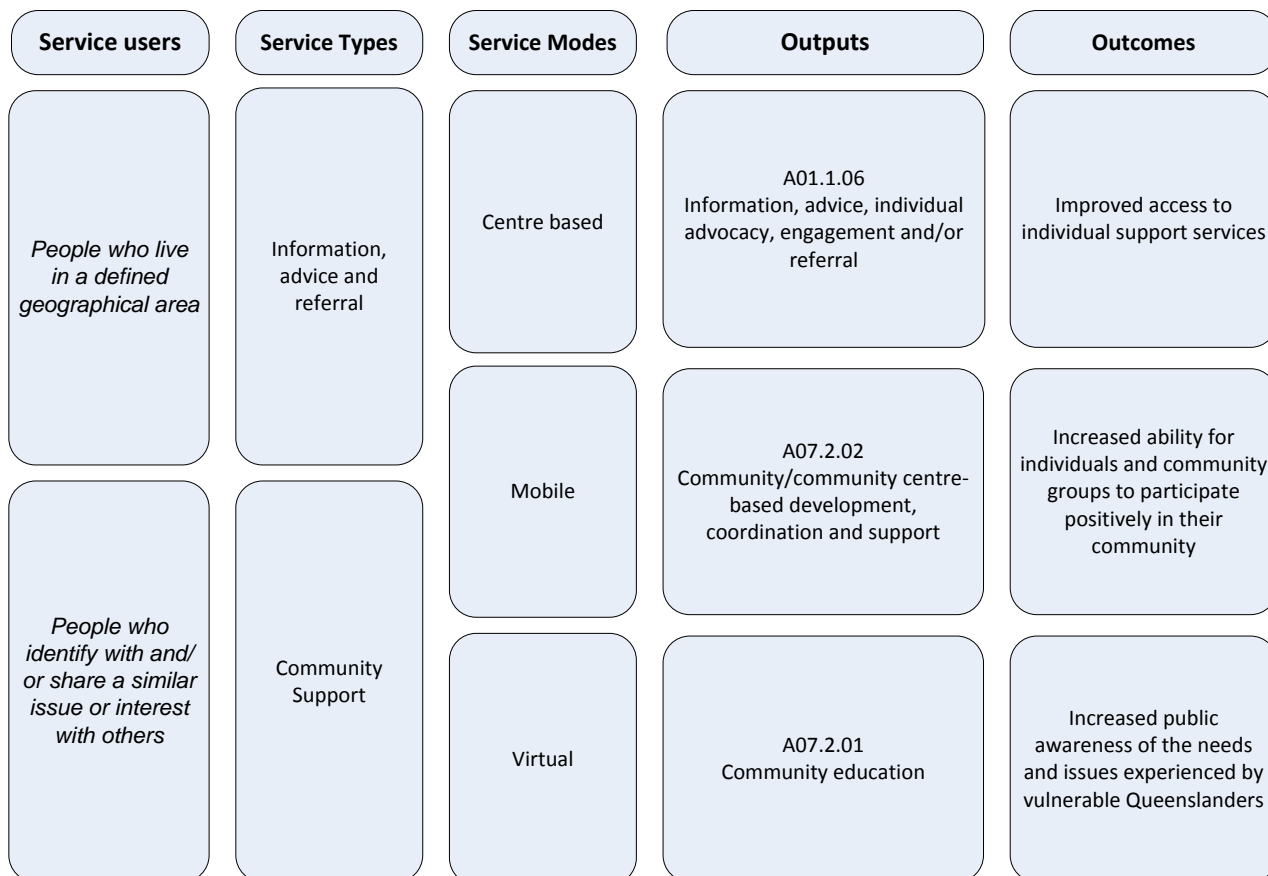
2.1 Context

Improvement in *liveability, resilience and cohesion* in Queensland is identified as a key policy objective within the current departmental [2015-2019 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 priority for Queensland.

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

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).

3. Investment logic



4. Service delivery overview

Service Users	Service types
People who live in a defined geographic area (U4180)	Access - Information, advice and referral (T103)
People who identify with and/or share a similar interest or issue with others. (U4190)	Access - Community support (T101) Access – Events (T102)

4.1 Description of service type

Access Services provides support to individuals and community groups to identify and have access to 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 support 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 pathway to access universal community support services and an entry point to more targeted support services as required, for 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 (U4190)

Definition

People who share a similar interest or issue with others.

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 — Community support (T101)

Services that enhance community capacity for individuals and groups and promote greater public awareness of social issues.

7.1.1 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
- 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.

7.1.2 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

7.2 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.

7.2.1 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.

7.2.2 Considerations — Events

Nil

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.3 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.

7.3.1 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.

7.3.2 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.

8. Service modes

There are no specific service mode requirements.

9. Deliverables and performance measures

The following deliverables and performance measures are funded under the Community 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 [Outputs & Performance Measures 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>U4180 – People who live in a defined geographic area</p> <p>U4190 – People who identify with and/or share a similar interest or issue with others</p>	<p>T101 - Access – Community Support</p> <p>T102 – Access - Events</p> <p>T103 – Access Information advice and referral</p>	<p>A01.1.06 – Information, advice, individual advocacy, engagement and/or referral</p> <p>A07.2.01 – Community Education</p> <p>A07.2.02 – Community/community centre-based development, coordination and support</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

U4180 - People who live in a defined geographic area

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	
U4180	T101	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
U4180	T102					Number of Service Users who received a service during the reporting period
U4180	T103					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U4180	T101	A07.2.01 Community education	Milestones	NA	A07.2.01	Milestones
U4180	T102					
U4180	T103					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U4180	T101	A07.2.02 Community/ community centre-based development, coordination and support	Milestones	NA	A07.2.02	Report - Milestones
U4180	T102					
U4180	T103					

Relates to Item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U4180	T101	IS136	Number of Service Users who were referred to a service
U4180	T102		
U4180	T103		
U4180	T101	IS147	Number of Service Users who received a service
U4180	T102		
U4180	T103		
Service User Code	Service Type Code	Demographic Measure	
U4180	T101	NA	NA
U4180	T102		
U4180	T103		
Service User Code	Service Type Code	Outcome Measure	
U4180	T101	OM2.1.05	Number of Service Users with improved ability to access appropriate services
U4180	T102		
U4180	T103		
U4180	T101	OM2.1.06	Number of Service Users with improved social connectedness
U4180	T102		
U4180	T103		
U4180	T101	OM2.1.04	Number of Service Users with improved quality of life

Service User Code	Service Type Code	Other Measure	
U4180	T101	GM01	Number of occasions that information, advice and referral services were provided (not provided elsewhere)
U4180	T102		
U4180	T103		
U4180	T101	IS70	Complete and upload the report as per the template provided
U4180	T102		
U4180	T103		
U4180	T101	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U4180	T102		
U4180	T103		

U4190 - People who identify with and/or share a similar interest or issue with others

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	
U4190	T101	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
U4190	T102					Number of Service Users who received a service during the reporting period
U4190	T103					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U4190	T101	A07.2.01 Community Education	Number of hours	Number of Service Users	A07.2.01	Number of hours provided during the reporting period
U4190	T102					Number of Service Users who received a service during the reporting period
U4190	T103					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U4190	T101	A07.2.02 Community/ community centre-based development, coordination and support	Number of hours	Number of Service Users	A07.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U4190	T101	A07.2.02 Community/ community centre-based development, coordination and support	Milestones	NA	A07.2.02	Report - Milestones
U4190	T102					
U4190	T103					

Relates to Item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U4190	T101	IS136	Number of Service Users who were referred to a service
U4190	T102		
U4190	T103		
U4190	T101	IS147	Number of Service Users who received a service
U4190	T102		
U4190	T103		
Service User Code	Service Type Code	Demographic Measure	
U4190	T101	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U4190	T102		
U4190	T103	IS39	Number of Service Users identifying a being from a culturally and linguistically diverse (CALD) background
Service User Code	Service Type Code	Outcome Measure	
U4190	T101	OM2.1.05	Number of Service Users with improved ability to access appropriate services
U4190	T102		
U4190	T103		
U4190	T101	OM2.1.06	Number of Service Users with improved social connectedness
U4190	T102		
U4190	T103		
Service User Code	Service Type Code	Other Measure	
U4190	T101	GM01	Number of occasions that information, advice and referral services were provided (not provided elsewhere)
U4190	T102		
U4190	T103		
U4190	T101	IS70	Complete and upload the report as per the template provided

U4190	T102		
U4190	T103		
U4190	T101	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U4190	T102		
U4190	T103		

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 & Performance Measure Catalogue Version 1](#)
- [Human Services Quality Framework \(HSQF\)](#)

Report – Milestones (Neighbourhood Centres)

Service Name:
Service number:
Reporting period from: insert start date to insert end date

(Note: Required targets to be negotiated and inserted below then delete this note)

A minimum of (Insert No. here) projects, (Insert No. here) events and (Insert No. here) resources are required over a 12 month period.

Milestone: Projects

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

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

Milestone: Resources and Tools

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

Name of resource/ tool:	
Issue/process to identify issue:	
Purpose of resource/tool:	
Description of resource/tool and development process:	
Implementation/use/distribution:	
Feedback/evaluation:	

Milestone: Events

Complete the table below for each event delivered during the reporting period. Copy and paste as required.

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

Report – Activity/Events (Domestic and Family Violence Prevention Month)

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	

Report – Milestones (Seniors Week)

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
A07.2.01 Community Education	<ul style="list-style-type: none"> Events/activities 	<ul style="list-style-type: none"> List of events/activities including: <ul style="list-style-type: none"> ➤ Purpose of event ➤ Location ➤ Approximately how many attendees, including <ul style="list-style-type: none"> ▪ CALD ▪ ATSI ➤ Type of event and name of organisation who led the event/activity ➤ Known achievements
	<ul style="list-style-type: none"> Funding awarded 	<ul style="list-style-type: none"> Number of applications received Number of grants awarded (who and how much)
	<ul style="list-style-type: none"> Sponsorship 	<ul style="list-style-type: none"> Details of local sponsorship received including who from and quantity Umbrella sponsorship received including who from and quantity
	<ul style="list-style-type: none"> Reflections/Learnings 	<ul style="list-style-type: none"> Details regarding what was learnt, key reflections and opportunities.

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 – Milestones (TC Marcia)

Quarterly Output Summary Report

Service Name: (Insert Name) _____

Service Number: (Insert Number) _____

Quarter from: *insert start date* to *insert end date*

(Where an asterisk is shown the total numbers are required, unless no activity, event, training and development, resources and tools or community events were undertaken)

Community/Centre-Based Development and Support activities / events (A07.2.02)	Number of agencies (if applicable)	Number of participants (if applicable)	Comments (Additional information (i.e. aim of event, location and benefits and outcomes for community))
(insert more rows as needed)			
*Total Numbers of Agencies and Participants			
Case Study (optional)			

Report – Milestones (TC Marcia)

Quarter from: *insert start date* to *insert end date*

1. Resources / tools	Date completed	Date reviewed	Comments (Additional information (i.e. aim of event, location and benefits and outcomes for community))
<i>(put description of resources / tools here)</i>			<i>(Please send a copy of the completed resources to your CSO)</i>
<i>(Insert more rows as needed)</i>			

2. Training / learning and development	Date of activity	Number of participants	Comments (Additional information (i.e. aim of event, location and benefits and outcomes for community))
<i>(put description of activity here)</i>	<i>(Date of activity held)</i>	<i>(Number of participants)</i>	
<i>(Insert more rows as needed)</i>			
*Total number of participants			

Report – Service Delivery – Community Connect Trial

Service Name:

Service Number:

Quarterly Reporting Period: <<June September December March>> <<Year>>

Who completed this report: <<Community Connect worker or someone else>> <<Telephone #>>

Time taken to complete this report: <<Minutes>>

All sections of the report must be completed.

A Client can be an individual or a family.

Do not provide identifying information about clients (Service Users) on this report.

CCW refers to a Community Connect worker.

CLASSIFICATION OF CLIENTS

Category ^(a)	No.	Category ^(a)	No.	Category ^(a)	No.
Male adult	<<#>>	Family (parent/s or grandparent/s and children)	<<#>>	Resides <5km (from neighbourhood centre)	<<#>>
Female adult	<<#>>	Aboriginal (stated)	<<#>>	Resides 6-10km	<<#>>
Youth (11-18 years)	<<#>>	Torres Strait Islander (stated)	<<#>>	Resides >11km	<<#>>
Child (up to 10 years)	<<#>>	Required an interpreter	<<#>>	Homeless	<<#>>

(a) Some clients may be classified by multiple categories. Do not count unique clients.

CLIENTS REFERRED TO A SERVICE TYPE (by CCW)

Service type ^(b)	No.	Service type ^(b)	No.	Service type ^(b)	No.
e.g. Financial adviser	3		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>

(b) Some clients may have multiple referrals or no referrals. Do not count unique clients.

CONTACT MODE

Method	Est.	Method	Est.
Personal contact (1 st visit)	<<%>>	Email	<<%>>
Personal (subsequent visits)	<<%>>	Skype/Facetime	<<%>>
Telephone	<<%>>	Outreach (client's home, etc.)	<<%>>
SMS/Text	<<%>>	Other:	<<%>>

MAIN SOURCE OF CLIENTS (referred to Community Connect)

Source	Est.	Source	Est.
Neighbourhood centre	<<%>>	Self-referral	<<%>>
External service provider	<<%>>	Family, friend or carer	<<%>>

PROMOTION (only complete if applicable)

Activity	Materials
e.g. Email sent to local services/supports	e.g. Community Connect flyers

QUARTERLY SUMMARY

Total number of potential clients seeking support through CCW (accepted and not accepted)	Individuals: <<#>>	Families: <<#>>
Total number of unique clients accepted by CCW	Individuals: <<#>>	Families: <<#>>
Number of unique clients supported only by CCW ^(c)	Individuals: <<#>>	Families: <<#>>
Number of Service Users seeking additional ^(d) support from Community Connect Worker	Existing issue or problem: <<#>> New issue or problem: <<#>>	
Community Connect usage trends (increasing, declining, emerging)		
Other comments		

(c) The CCW did not refer the client to any supports or services.

(d) This would only occur if the CCW completed all support based on assessed need, disengaged with the client, and the client re-established contact seeking additional support.

Report – Brokerage Expenditure – Community Connect Trial

Service Name:

Service Number:

Quarterly Reporting Period: <<June September December March>> <<Year>>

Who completed this report: << Community Connect worker or someone else>> <<Telephone #>>

Time taken to complete this report: <<Minutes>>

All sections of the report must be completed.

Client can be an individual or a family.

Do not provide identifying information about clients (Service Users) on this report.

MOST COMMON PURCHASES

Item purchased	#		#
e.g. \$10 Phone cards	4		

QUARTERLY SUMMARY

Total brokerage expenditure	\$
Total number of unique clients who received brokerage	
Total number of unique brokerage payments made*	Individuals: <<#>> Families: <<#>>
Brokerage usage trends	
Other comments	

* Some clients may have more than one assessed need that results in expenditure. Some clients may not require brokerage.

Report – Case Study – Community Connect Trial

Service Name:

Service Number:

Half-Yearly Reporting Period: <<June December >> <<Year>>

Who completed this report: <<Community Connect worker or someone else>> <<Telephone #>>

Time taken to complete this report: <<Minutes>>

Case Study Ref: <<Your Ref>>

Report on a minimum of one Case Study. Up to three case studies will be accepted if they demonstrate different situations and outcomes. Each case study should be submitted on a separate form.

Case study should be a brief summary of the client's situation, assessment, and outcomes. Client can be an individual or a family. Do not provide identifying information about Service Users (clients) on this report.

Client background:

Issues identified:

Action/Referrals:

Client outcomes:

Estimated hours: <<Direct contact #>> / << Indirect support #>>

Mode of contact: F2F Office F2F Outreach Telephone Email Group work

Brokerage funds used: Yes No Declined by client

Optional comments:

Report Template – 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]