

Community

Investment Specification

Version: 2.1

Date: Effective 1 October 2015

CONTENTS

| | |
|---|-----------|
| 1. INTRODUCTION | 4 |
| 1.1 PURPOSE OF THE INVESTMENT SPECIFICATION | 4 |
| 2. FUNDING INTENT | 5 |
| 2.1 CONTEXT | 5 |
| 3. INVESTMENT LOGIC | 6 |
| 4. SERVICE DELIVERY OVERVIEW | 6 |
| 4.1 DESCRIPTION OF SERVICE TYPE | 6 |
| 5. SERVICE DELIVERY REQUIREMENTS FOR ALL SERVICES | 7 |
| 5.1 GENERAL INFORMATION FOR ALL SERVICES | 7 |
| 5.1.1 Requirements for all services | 7 |
| 5.1.2 Considerations for all services | 7 |
| 6. SERVICE DELIVERY REQUIREMENTS FOR SPECIFIC SERVICE USERS | 7 |
| 6.1 PEOPLE WHO LIVE IN A DEFINED GEOGRAPHIC AREA (U4180) | 7 |
| 6.1.1 Requirements | 7 |
| 6.1.2 Considerations | 7 |
| 6.2 PEOPLE WHO IDENTIFY WITH AND/OR SHARE A SIMILAR INTEREST OR ISSUE WITH OTHERS (U4190) | 8 |
| 6.2.1 Requirements | 8 |
| 6.2.2 Considerations | 8 |
| 7. SERVICE DELIVERY REQUIREMENTS FOR SPECIFIC SERVICE TYPES | 9 |
| 7.1 ACCESS — COMMUNITY SUPPORT (T101) | 9 |
| 7.1.1 Requirements — Community support | 9 |
| 7.1.2 Considerations — Community support | 9 |
| 7.2 ACCESS — EVENTS (T102) | 9 |
| 7.2.1 Requirements — Events | 9 |
| 7.2.2 Considerations — Events | 9 |
| 7.3 ACCESS — INFORMATION, ADVICE AND REFERRAL (T103) | 10 |
| 7.3.1 Requirements — Information, advice and referral | 10 |
| 7.3.2 Considerations — Information, advice and referral | 10 |
| 8. SERVICE MODES | 10 |
| 9. DELIVERABLES AND PERFORMANCE MEASURES | 11 |
| 10. CONTACT INFORMATION | 18 |
| 11. OTHER FUNDING AND SUPPORTING DOCUMENTS | 18 |
| REPORT – MILESTONES (NEIGHBOURHOOD CENTRES) | 19 |
| REPORT – ACTIVITY/EVENTS (DOMESTIC AND FAMILY VIOLENCE PREVENTION MONTH) | 21 |
| REPORT – MILESTONES (SENIORS WEEK) | 22 |
| REPORT – REDUCING DEMAND SERVICES | 23 |

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.

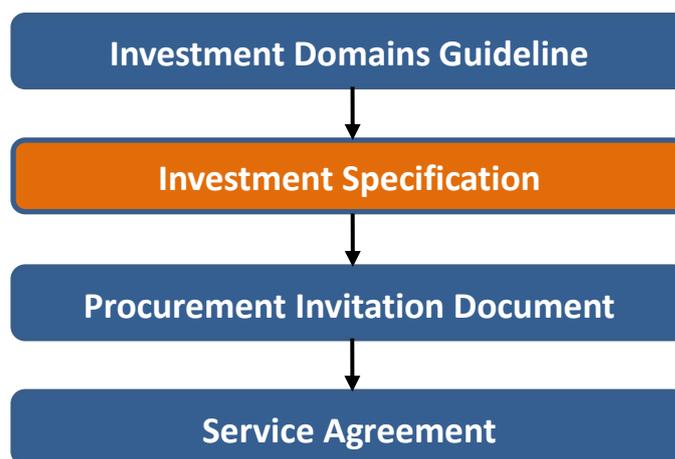
1.1 Purpose of the investment specification

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.

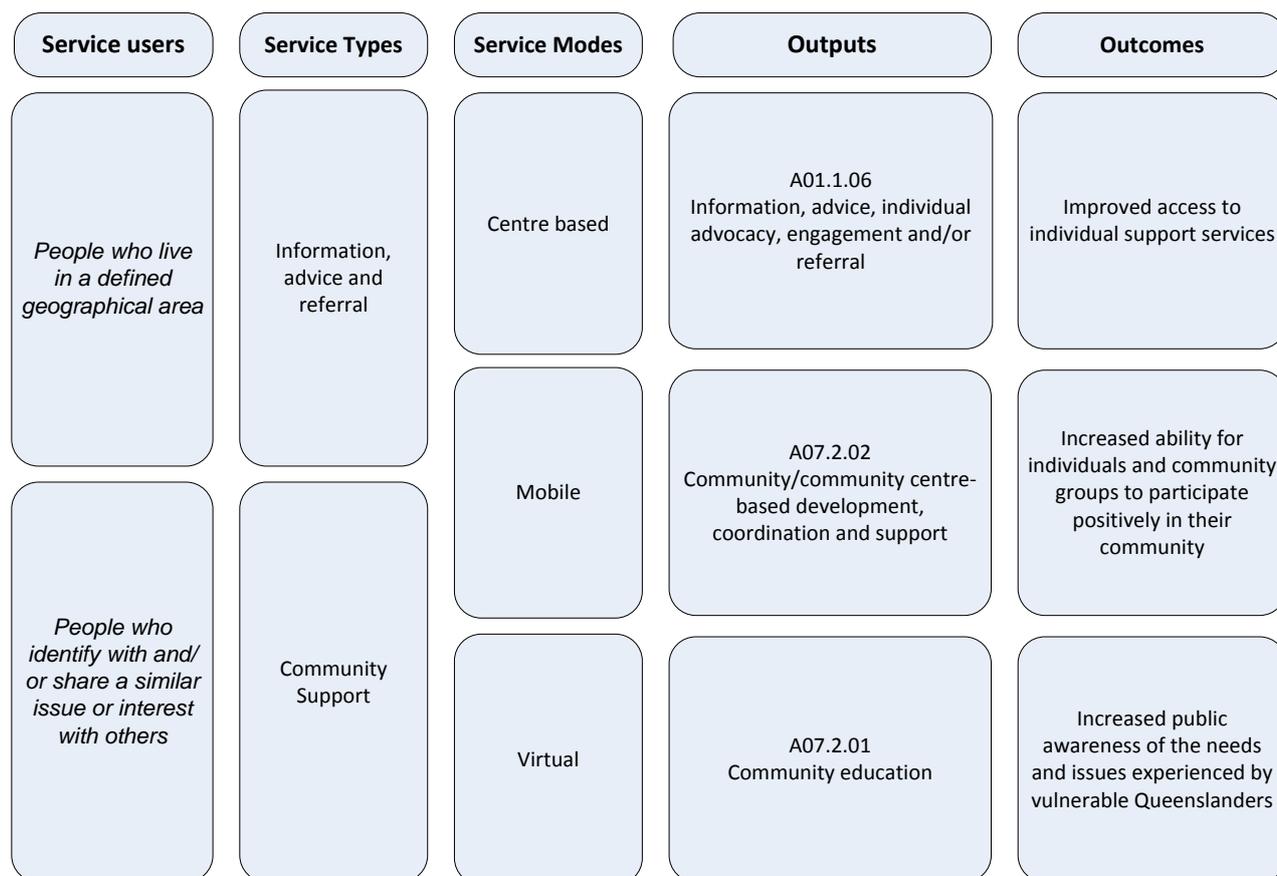
2.1 Context

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</u> <u>(What are the benefits for the clients?)</u> | |

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]