

Older People

Investment Specification

Version: 1.0

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[Version Control History](#)

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1. Introduction

In line with the strategic intent of the department, Older People over 60 (or those who have major barriers to accessing their community) have been designated as a funding area with an investment in services that aim to:

- prevent and reduce social isolation
- prevent and reduce elder abuse
- prevent barriers to accessing information and services.

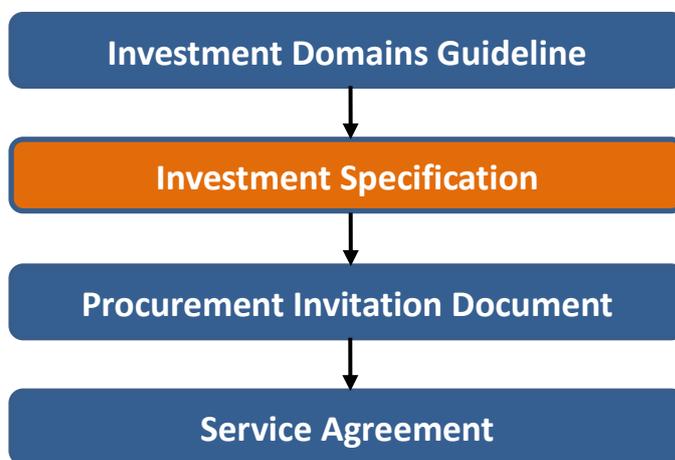
1.1 Purpose of the investment specification

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 Older People funding area.

This investment specification is a guide for service delivery for the Older People funding area, where all service types contribute to outcomes. The investment specifications allow for flexibility and 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

Queenslanders want a vibrant and prosperous state where everyone has the opportunity to lead an active lifestyle, live in a healthy community, and participate in the economy. The department helps vulnerable Queenslanders to improve their lives and better access these opportunities. The department does this by providing evidence-based and responsive services not provided elsewhere and by adding value to other agencies' initiatives.

Evidence shows that older people are a growing population group, and that some have increased vulnerability or are experiencing harm in key areas (particularly elder abuse and social isolation), and experience barriers accessing information and advice. Since these issues are not adequately addressed in the existing human services system, the department invests in services to help older people tackle these issues. The investment will produce positive results for individuals and families; reduce the overall burden on the human service system; and contribute to healthier, stronger and more inclusive communities.

The department is standardising its investment approach to improve the line of sight from investment through to outcomes. Funding under Older People contributes to the following outcomes:

- reduced harm and social isolation
- older people are safe, supported and connected to community
- increased levels of personal resilience and connections
- maintain and strengthen connections to community
- improved quality of life.

2.1 Context

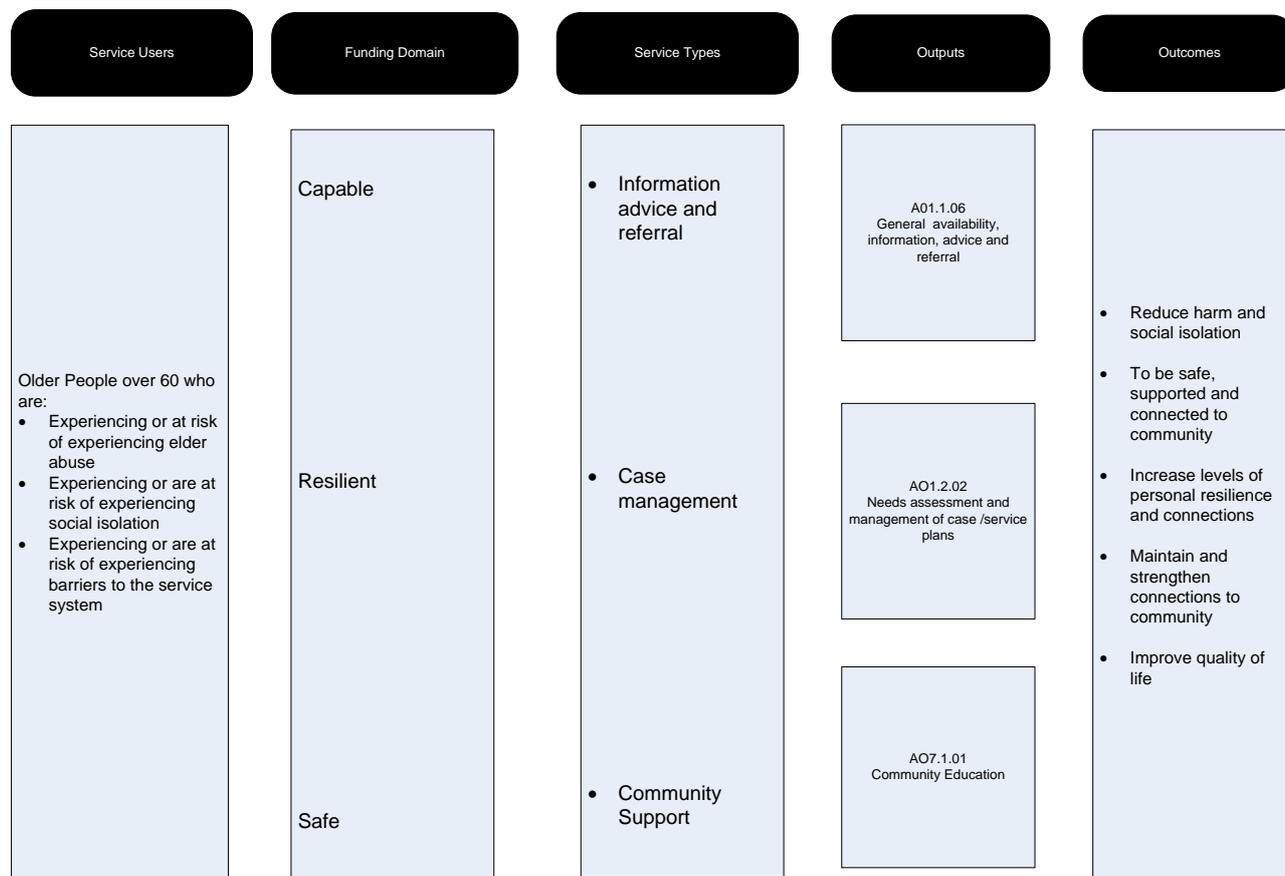
The department is committed to providing high-quality and responsive frontline support and services to people most in need. The department's [2013 - 2017 Strategic Plan](#) focuses on excellence in human services to ensure improved wellbeing, safety and participation of Queenslanders, especially disadvantaged and vulnerable people, and improved liveability, inclusion and cohesion in our communities. The working draft of the Queensland Plan: a 30-year vision for Queensland clearly shows Queenslanders aspire to live in an environment that inspires an active lifestyle and healthy communities, has a community spirit that embraces diversity and gives everyone the opportunity to fully participate in society. Older people's quality of life and community engagement as respected and valued members has been identified as one of the top goals by Queenslanders. The working draft of The Queensland Plan specifies older people's increased participation in the community and workforce as one of the 16 preliminary targets to achieve over the next 30 years, with particular focus on ways to share older people's knowledge and experience within the community.

In 2011, there were approximately 569,000 Queenslanders aged 65 and over, which represents around 13 per cent of Queensland's population. It is expected by 2021, there will be nearly double that number, or about a million people aged 65 and over. By 2056, this age group will make up approximately one quarter of Queensland's population.

Funding under Older People is linked to the following domains:

- safe
- resilient
- capable.

3. Investment logic



4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Older People 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
Older People - experiencing (or at risk of experiencing) social isolation (U1144)	Support– Information, advice and referral (T325)
	Support Service – Community Support (T317)
Older People - experiencing (or at risk of experiencing) elder abuse (U1124)	Support – Information, advice and referral (T325)
	Support – Case Management (T314)
	Support – Community Support (T317)
Older People – experiencing (or at risk of experiencing) barriers accessing the service system (U1094)	Support– Information, advice and referral (T325)

	Support Service – Community Support (T317)
**Older People and interested stakeholders – Seniors Events	Access – Information, advice and referral (T103)
++System Support – Capability Building - Seniors Peak Service	System Support – Capability Building (T401)

For investment specification refer ++Service System Support and Development Investment Specification. For events refer to **Community Specifications.

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.

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

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under Older People 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

The program of activities will be responsive to the identified needs of customers and reviewed regularly to ensure that activities are relevant, viable and focused to older people’s needs.

5.1.2 Considerations for all services

Nil.

6. Service delivery requirements for specific Service Users

6.1 Older People experiencing (or at risk of experiencing) social isolation (U1144)

Definition

The funded organisation should focus on groups of older people who are particularly vulnerable to social isolation. This includes:

- people who are over 80 years of age (vulnerability increases with age)
- older adults living in remote and rural areas
- older men living alone
- older people from cultural and linguistically diverse backgrounds
- older Indigenous people and Australian South Sea Islanders
- residents of aged care facilities and age rental accommodation carers.

Purpose of funding

Funded organisations will promote active ageing and are designed to support vulnerable older people 60 and over who have barriers to accessing their community and personal supports. Older people are particularly vulnerable to social isolation and loneliness owing to loss of friends and family, mobility or income. Some groups are more likely than other groups to experience social isolation and insecurity, such as those from lower socio-economic groups and have poor health.

In order to develop a targeted service response to reducing or preventing social isolation it is important to be aware of certain risk factors that are associated with increased risk of social isolation for older people such as:

- poor physical or mental health
- being a carer
- being very old (over 80 years)
- being male
- experiences of loss (e.g. death of partner) or a lack of stability in relationships
- living alone
- disability, including hearing and communication difficulties
- having a low income or educational level
- living in poor or deprived areas (with high crime rates)
- living in aged care facilities or rental accommodation
- a lack of access to appropriate and affordable transport.

6.1.1 Requirements – social isolation

Funded organisations across the state must deliver a range of projects focusing on increasing older people's awareness of healthy lifestyle options, reducing social isolation and improving links with other agencies.

Funded organisations must also provide activities and opportunities to extend and strengthen personal and community connectedness and to reduce social isolation, including older men, with the aim to decrease the risk of depression and suicide.

6.1.2 Considerations

Nil.

Service delivery mode options: Centre-based, mobile or virtual.

6.2 Older people experiencing (or at risk of experiencing) elder abuse (U1124)

Definition

Elder abuse refers to acts occurring within a relationship of trust, which harm an older person. Such relationships may include those that the elderly have with their adult children, spouses, carers or health professionals. Elder abuse can be of a physical, sexual, financial, psychological, or social nature and can also include neglect.

Purpose of funding

As people age, they are less likely to feel safe and, in general, women have lower levels of perceived safety than men of the same age. Personal safety is frequently identified by older people as one of the most important influences on their quality of life. There is a need to raise community awareness of elder abuse and the impact of physical, emotional, sexual and financial abuse on older persons by family members, carers or others in a position of trust.

Risk factors for elder abuse include:

- being female
- being older (vulnerability increases with age, highest risk 75 to 85 years)
- dependency on others for all or some care
- shared living arrangements
- isolation, lack of social contacts or support
- history of family conflict or tension
- dementia or a history of mental illness
- low self esteem
- institutionalisation.

Services will assist vulnerable older people (over 60) who are at risk of and/or experiencing elder abuse or financial exploitation by providing information, support and referral mechanisms to improve health, well-being and safety, to address legal and other issues affecting older people and raise community awareness of elder abuse.

6.2.1 Requirements — elder abuse

The funded organisation must provide a multi-disciplinary framework and must maintain links with key stakeholders on issues relating to older people in the local community through networking meetings or local reference groups.

Funded organisations must disseminate information to support agencies and the community on current and emerging trends and issues that may impact upon older people experiencing and or at risk of experiencing elder abuse.

Funded organisations must provide relevant information and referrals, develop resources, deliver training and community education programs and raise awareness of older people's rights.

6.2.2 Considerations — elder abuse

Nil.

Service delivery mode options: centre-based, mobile or virtual

The preferred mode of service delivery is face-to-face support.

6.3 Older people who have barriers accessing the service system (U1094)

Definition

Access to a supportive service system can reduce incidents of social isolation and elder abuse.

People feel better supported when they can access services and facilities they need in a timely manner.

Partnership arrangements should be developed to improve the service system and the outcomes for older people. Effective connections across local, state and Commonwealth governments as well as non-government organisations are crucial to enhance quality service delivery.

Purpose of funding

Groups most likely to lack knowledge about available services include newcomers to an area, older people from culturally and linguistically diverse backgrounds and transient population groups. Service providers may also lack comprehensive knowledge about services in their own community, thereby limiting appropriate cross-referrals. An effective communication strategy therefore needs to target the whole community through a variety of mediums (e.g. word-of-mouth, coordinated cross-agency communication strategies and information packs for newcomers to an area)

The service system needs to provide information, referral and triage services to:

- Older Queenslanders (60+)
- family
- friends
- grandparents
- carers.

The support provided by services will ensure access to information on topics that will assist older people to live informed and connected lives with a strong emphasis on prevention and early intervention.

6.3.1 Requirements — accessing service system

The funded organisation must:

- provide preliminary needs identification
- respond to sensitive issues
- raise awareness in the community on issues facing older people
- maintain up to date information on the current service system and supporting services
- empower older people to utilise the information and referrals offered.

6.3.2 Considerations — accessing service system

Nil.

Service delivery mode options: centre-based, mobile or virtual

7. Service delivery requirements for specific service types

7.1 Support — Information, advice and referral (T325)

Services that assist clients and community members to make informed decisions about, or be connected to, the services and support that 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

Provide older people, their family and friends, grandparents and carers with access to information on topics such as financial and legal matters, social activities, household assistance, retirement accommodation, health, education and transport.

7.1.2 Considerations — Information, advice and referral

Nil.

7.2 Support — Case management (Support and Integrated) (T314)

Case Management is a collaborative, Service User-centred process aimed at empowering and working with older people to effectively meet their individual needs and to increase their self-reliance and independence. Case management incorporates direct service to older people, based on identification, assessment and planning for the older person's support needs, and the coordination of customer access to a range of other appropriate services.

7.2.1 Requirements — Case management

Funded organisations must provide:

- a level of support to older people matched to their assessed needs
- ongoing assessment of older peoples' needs as well as initial and ongoing risk assessment and safety planning as needed
- practical and/or interpersonal assistance
- assisted and supported referrals to facilitate access to specialist services as required.

Funded organisations must also:

- facilitate social contact with family and friends and forming new social networks, as needed
- facilitate access to community and leisure activities.

7.2.2 Considerations — Case management

Nil.

7.3 Support — Community Support (T317)

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

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7.3.1 Requirements — Community Support

Funded organisations must:

- develop opportunities for older people to participate in programs/events/activities/projects designed to develop their skills and support them in reaching their full potential
- include older people in program/project development including consultation, design, delivery and evaluation
- provide opportunities for older people to express their ideas and views, raise issues of concern to them, and act on issues which affect their lives leading them to become engaged and resilient
- develop opportunities for the wider community to listen to older people and acknowledge and celebrate the positive contributions made by their efforts and achievements
- support older people to positively connect with their families, friends and social networks
- deliver programs/events/activities/projects in a culturally appropriate manner.

7.3.2 Considerations — Community Support

Nil.

8. Service modes

There are no specific service mode requirements.

9. Deliverables and performance measures

Deliverables

The following outputs are funded under the Older People 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
U1124 U1144	T325 T317 T314	<p>A01.2.02 Needs assessment and management of case/service plans</p> <p>Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.</p>	[insert number of hours]	[insert number of Service Users]
U1094	T325	<p>A01.1.06 General service availability, information, advice and referral</p> <p>Providing information, advice or referral about any specific services available to the general public and/or to specific groups.</p>	[insert number of hours]	[insert number of Service Users]
U1124 U1094	T317	<p>A07.2.01 Community Education</p> <p>Promoting greater public awareness about social issues through providing information.</p>	Milestones	

Performance measures

The following table includes the range of measures that are collected across the funding provided under the Older People 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
U1124 U1144	T325 T317 T314	<p>A01.2.02 Needs assessment and management of case/service plans</p> <p>Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.</p>	<p>Number of hours provided during the reporting period</p> <p>Count time spent working directly with and/or on behalf of Service Users in relation to the output.</p> <p>Example:</p> <ul style="list-style-type: none"> You meet with a department Officer (CSO) to discuss the review of the case plan. This meeting takes 1½ hours. A follow up telephone call with the CSO takes 30 minutes. You spend 30 minutes writing up the paperwork in relation to the Service User, making a total of 2½ hours for this activity. The hours of services delivered is counted as 2 hours 30 minutes.
		<p>Number of Service Users who received a service during the reporting period</p> <p>The number of individuals provided with a service in each reporting period.</p> <p>A person becomes a client when:</p> <ul style="list-style-type: none"> they receive support service contact in relation to their problem, and/or the service provider undertakes support in relation to their problem. <p>For example:</p> <p>An older man receives legal advice about the elder abuse he is experiencing from the adult child who lives with him. Count as one client.</p> <ul style="list-style-type: none"> An older woman receives support to identify options that are available and is assisted in deciding on a particular course of action. Count as one client 	
U1094	T325	<p>A01.1.06 General service availability, information, advice and referral</p> <p>Providing information, advice or referral about any specific services available to</p>	<p>Number of hours provided during the reporting period</p> <p>Count time spent working directly with and/or on behalf of Service Users in relation to the output.</p> <p>One worker spends 15 minutes speaking to a client and a further 30 minutes researching information about the client's query and ringing the client back. Count as 45 minutes.</p> <p>One worker spends one hour recording client information. Count as one hour.</p> <p>Two workers spend one hour planning and preparing material for an information session with seniors. Count as two hours.</p>

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Service User Code	Service Type Code	Output Measures		Counting rules and examples
		the general public and/or to specific groups.		<p>A worker spends 30 minutes on the phone with a worker from another service discussing a client's problem and making a referral. Count as 30 minutes.</p> <p>A worker spends 15 minutes responding to an email asking for information. Count as 15 minutes.</p>
			Number of Service Users who received a service during the reporting period	<p>The number of individuals provided with a service in each reporting period</p> <p>Examples:</p> <p>A person receives an assessment for entry to a service but is deemed not suitable. Count as one Service User.</p> <p>A person emails on behalf of their friend asking for advice. Count as one Service User.</p> <p>Do not count those who are not directly engaged and provided with support either in person or by telephone/email.</p> <p>Do not count hits on a website.</p>
U1124 U1094	T317	<p>AO7.2.01 Community Education</p> <p>Promoting greater public awareness about social issues through providing information.</p>	Milestones	<p>Count 1 for each task, activity or event described in the service agreement that was delivered within the specified timeframe/s.</p> <p>For example:</p> <p>A community education session was conducted in three different towns. Count 3 milestone.</p> <p>3 professional development sessions were conducted between January and March. Count 3 milestones</p>

Count this time as part of hours of service/output		Not counted in hours of service
Time spent with Service Users/community in person or on the phone, for example: <ul style="list-style-type: none"> • Case management • Personal assistance 	Time spent on behalf of a client or which can be attributed to a Service User: <ul style="list-style-type: none"> • Arranging a referral • Writing file notes • Participating in case conferences • Recording data at time of assessment • Mobile service delivery 	Indirect time: <ul style="list-style-type: none"> • Travel • Team meetings • Staff training • General networking meetings • Getting supervision / supervising staff • Compiling or entering data for reporting purposes • Collating data • General administrative tasks

Service User Code	Service type code	Throughput Measures		Counting rules and examples
U1124 U1144	T314 T317 T325	IS255	Number of new Service Users	Count 1 for each Service User who is new to the service outlet during the reporting period. Examples: A service provider had 100 Service Users with case/support plans during the reporting period. Of the 100 - <ul style="list-style-type: none"> • 70 were continuing from the previous period, • 5 had returned after a break in the service provision but their case/support plans remained open • 25 were new and a case/support plan was developed. Count as 25 Service Users.
U1124 U1144	T314 T317 T325	IS152	Number of Service Users who are continuing on from a previous reporting period	Count 1 for each unique Service User who received a service during the reporting period as a continuation from the previous reporting period. Example: A service provider had 100 Service Users during the reporting period. Of the 100, 70 were continuing from the previous period, 5 had returned after a break in the service provision and 25 were new. Count as 70.

U1124 U1144	T314	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of identified needs being met	Count one for each case/support plan closed/finalised as a result of the majority/all of identified goals/needs being met. Examples: <ul style="list-style-type: none"> A case/support plan was developed for a Service User who has been attending the service for the past six months. At a case/support plan review the Service User indicates their goals have been met. The service closes the case/support plan. Count as one Service User.
U1124 U1144	T314 T317 T325	IS146	Number of Service Users who have re-entered	Count 1 for each unique Service User who previously received service(s) and commenced receiving service(s) again. The service can be same or different to the previously provided service. Example: A service provider had 100 Service Users during the reporting period. Of the 100, 70 were continuing from the previous period, 5 had returned after a break in the service provision and 25 were new. Count as 5.
All	All	IS149	Number of Service Users who were referred to an internal service	Count 1 for each unique Service User referred by the service outlet or the department in the reporting period to another service outlet within the same funded organisation or department Example: During the last reporting period, 10 service users presented requiring assistance. 7 people were referred to another service outlet within the funded organisation. Count as 7 service users.
All	All	IS148	Number of Service Users who were referred to an external service	Count 1 for each unique Service User referred by the service outlet or the department in the reporting period to a service outlet or area outside of the same funded organisation or department. Example: During the last reporting period, 14 Service Users were referred for support services provided outside of the funded organisation. Count as 14 Service Users.
Service User code	Service Type Code	Demographic Measures		Counting rules and examples
All	All	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female.
		IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male.

IS143	Number of service users who are NOT in scope of the target service user age range	Count 1 for each unique service user who is NOT within the age range as defined the service agreement. A service outlet caters for service users over 60 years of age. Count the number of prospective service users who are less than 60 years old in the reporting period.
IS141	Number of service users <ul style="list-style-type: none"> • over 75 years 	Count 1 for each unique service user within the defined age range. A service outlet cater for service users over 60 years of age. Count service users over 75 years old in the reporting period.
IS35	Number of service users identifying as Aboriginal and/or Torres Strait Islander	Count 1 for each unique service user who identifies as Aboriginal and/or Torres Strait Islander.
IS39	Number of service users identifying as being from Culturally and Linguistically diverse backgrounds	Count 1 for each unique service user who identifies as being from a culturally and linguistically diverse background.
IS144	Number of service users who are NOT in scope of the target service user geographic boundary(ies)	Count 1 for each unique service user who is NOT within the geographic boundary(ies) as defined in the service agreement.

Service User code	Service Type Code	Outcome Measures		Counting rules and examples
U1124	T314 T317 T325	Code	Number of Service Users that have shown improvements in being safe and protected from harm	Count 1 for each unique service user who has shown improved safety and protection from harm during the reporting period as evidenced through a recognised client assessment tool or method.
All	All	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. Example: A Service User indicates on the client assessment tool that they have attended three seniors week events in the reporting period. Count as one Service User.
All	All	Code	Number of Service Users with improved quality of life	Count 1 for each unique Service User who has shown evidence of improved quality of life through a recognised client assessment tool.
All	All	Code	Number of Service Users with improved cultural identity / connectedness	Count 1 for each unique Service User who has shown evidence of improved cultural identity/connectedness through a recognised client assessment tool. Example: A service provider has arranged a meeting between a Service User and an elder in their community The Service User attends the meeting and advises the service provider of the outcome. Count as 1 Service User. Three Service Users from a culturally and linguistically diverse community group attend a group activity that links them with other members of their CALD community. Count as 3 Service Users.
Service User Code	Service type Code	Other Measures		Counting rules and examples
U1124 U1094	T314 T317	IS61	Case studies/upload a document	Count 1 for each case study provided to the department (de-identified) that examples the impact of accessing the service for the service user

10. Contact information

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

For information regarding current funding opportunities, visit the [Department of Communities, Child Safety and Disability Services](#) website.

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. Community
 8. Service System Support and Development
- [Outputs Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)

Milestone Report – Community Education

Service Name:
Service Number:
Quarter from: insert start date to insert end date

Please provide details in the following table about the milestone tasks delivered during the reporting period.

Output: A07.2.01 Community Education – Promoting greater public awareness about social issues through providing information.

Milestone task	Date of activity	Details: <i>(Describe event/activities, aim, benefits/outcomes, feedback and any emerging issues)</i>	Location	Number of participants
Community events				
Workshop				
Resources/Tools				

Please describe activities you have undertaken during the quarter, in more detail:

Forums

Key issues discussed

Outcomes achieved or recommendations provided.