Service System Support and Development

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), Service System Support and Development has been designated as a funding area to help strengthen the capability of non-government organisations (NGOs) and other bodies (e.g. local governments) delivering frontline services on behalf of the Queensland Government and to support improved outcomes for Service Users* and communities.

*The term 'Service User' has been used consistently throughout this specification to refer to both those individuals who have the ability to choose between different products and suppliers, as well as those who may be clients within the statutory system.

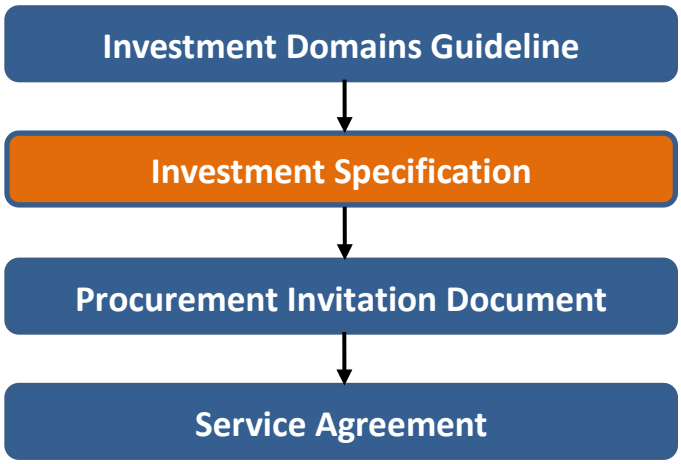
1.1 Purpose of the investment specification

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 Service System Support and Development funding area.

This investment specification is a guide for service delivery for the Service System Support and Development 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

To safeguard service delivery and support improved results for service providers and communities, government recognises the need to ensure that the service system is sustainable, efficient and effective. To this end, the department invests in the delivery of peak services and other activities (e.g. workforce development and training) under Service System Support and Development to strengthen organisations delivering community services funded by the Queensland Government.

Services funded under Service System Support and Development also support improved policies, programs and services; improved and consistent understanding of government priorities and policies; and easier implementation of reforms by:

- facilitating timely and cost-effective engagement and two-way communication with NGOs and Service Users across the state
- enabling the department to commission research and advice from external bodies, such as peaks and universities, in regards to 'best practice', Service Users and community needs and service provider issues.

Government funds organisations, including peak bodies and representative networks, to deliver these services as they are often closer to, and representative of, service providers and Service Users and can provide insights and expertise in relation to their needs and circumstances.

The department's investment approach is to improve the line of sight from investment through to outcomes. In line with this approach and the funding intent, investment under Service System Support and Development contributes to the following outcomes:

- improved capability to deliver services that improve Service User results
- stakeholders are better equipped to understand and respond to reforms
- more effective and efficient service system
- better skilled workforce
- more innovative services and investment approaches
- policies and programs are informed by input by NGOs and vulnerable groups
- improved coordination and sharing of information.

2.1 Context

Government relies on NGOs to deliver essential frontline child safety, disability and community services. The Department of Communities, Child Safety and Disability Services is one of the largest investors in these organisations across government, with 60 per cent of the department's total budget invested in services delivered through NGOs.

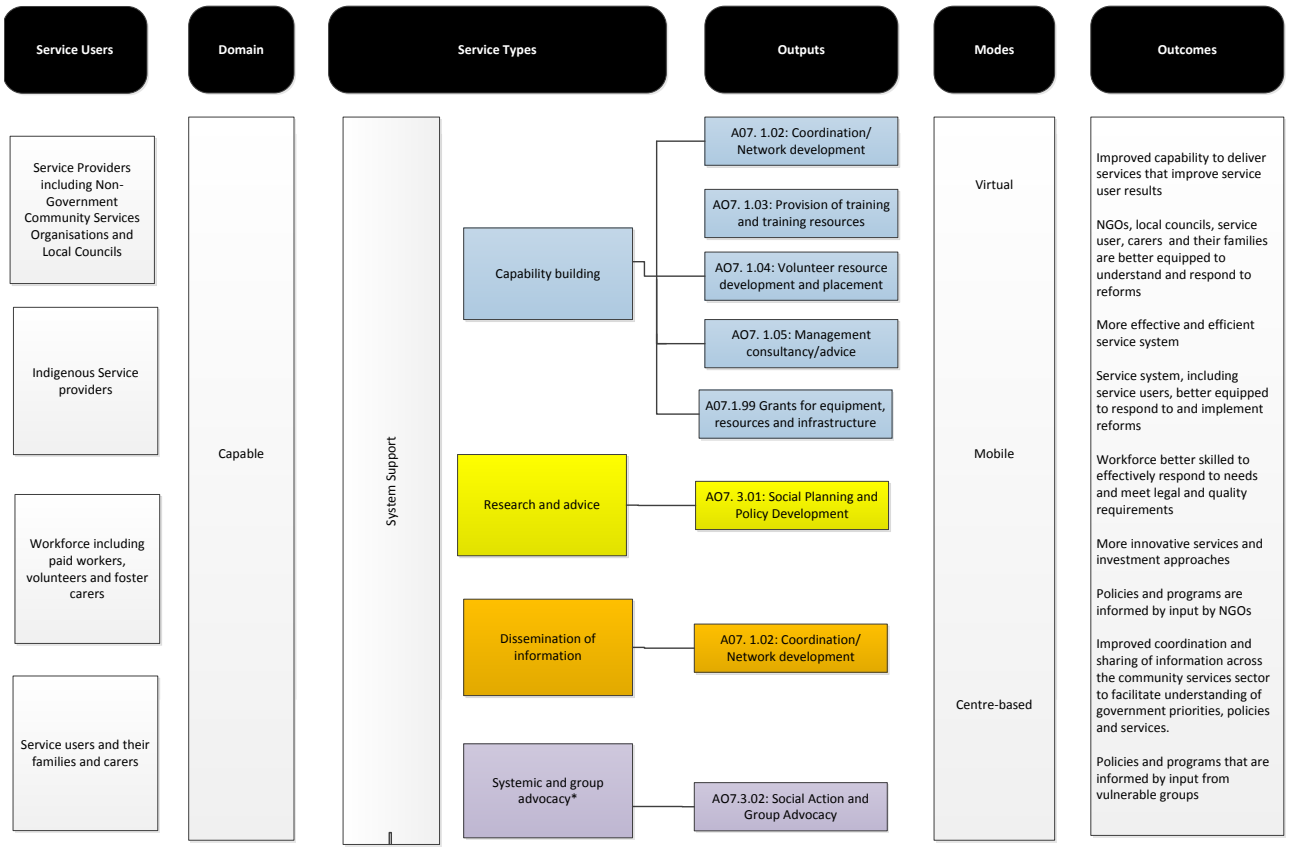
The department needs to be confident that the NGOs it contracts are strong and viable and are able to deliver effective and efficient services that meet the needs of Service Users and communities. The department also needs to be confident that the services it funds NGOs to deliver are provided by staff who have the right skills and qualifications to address changing Service User and community needs, and meet the necessary quality and legal standards.

Despite government's large investment, many organisations in the industry are finding it difficult to maintain service delivery in the face of significant cost pressures (including staff wage rises), changing demand and a range of service model and marketplace reforms.

NGOs are also facing a number of workforce challenges which are affecting their ability to deliver frontline services, including labour and skills shortages, high turnover rates and low levels of

workers with relevant qualifications. Major reforms, such as the introduction of the National Disability Services Insurance Scheme (NDIS) and the move towards more choice and control for Service Users, also require workers to develop new skills and capabilities.

3. Investment logic



*Advocacy services will not be routinely purchased by the department. For eligible services see Section 7.4. The department acknowledges that peak bodies may choose to deliver advocacy services on behalf of members, using alternative funding sources. (e.g. membership fees).

The service types are derived from the department's Peak Purchasing Framework, which was endorsed by the Senior Executive Team in 2013.

4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Service System Support and Development 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
Service Providers including NGOs and local councils – Industry (U5230); Part-industry (U6240)	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441)
Indigenous service providers - Industry (U5233); Part-industry (U6243)	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441)
Workforce including paid workers, volunteers and foster carers (U5235) (U6245)	System Support - Capability building (T440)
Service Users, families and carers (U6010)	System Support - Systemic and group advocacy and representation to government and other decision makers (T446)

4.1 Description of service type

Service delivery under Service System Support and Development is under the System Support service type. System Support services assist workers and agencies, including non-government organisations and local councils, to improve their capability to deliver better services both as individual agencies and collectively as a system. System Support services also deliver improved social policy and service system capacity.

The service types in Section 7 provide details of the range of System Support services provided under Service System Support and Development.

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under Service System Support and Development must comply with the relevant statements under the heading 'Requirements', as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the heading '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

Services funded under the Service System Support and Development specifications must deliver against one or more of the strategic priorities of the department as listed below. The Service Agreement will specify which of the priorities funded services will be required to deliver against.

Departmental strategic priorities as per the Social and Human Services Investment Blueprint 2014–2019:

- more innovative solutions
- better customer service and results
- smarter investment
- simpler processes
- stronger partnerships
- dynamic workforce.

5.1.2 Considerations for all services

Organisations funded to deliver Service System Support and Development services, including peak bodies and representative networks, should demonstrate:

- effective statewide mechanisms for engaging with and representing the views of NGOs, local councils, Service Users and communities
- wide membership which reflects the diversity of services, organisations and views across the sector (e.g. small, medium and large organisations; organisations in metropolitan, rural, regional and remote areas; generalist and niche providers; Indigenous and non-Indigenous organisations)
- the capability to work cooperatively and effectively with the sector, with government agencies and with other stakeholders
- the capability to provide high-quality input to government and sector policy, program and service development based on consolidated advice from across stakeholders and experts and/or a review of relevant literature and research
- deliver effective, efficient and value-for-money services and ensure the best possible outcomes are achieved within the available funding
- meet the diverse needs of the target group (i.e. small, medium and large organisations across various sectors and organisations in metropolitan, regional, rural and remote area), as well as the specific needs of specific cohorts (e.g. Indigenous organisations)
- a preparedness to sign up to an agreement that specifies mutually agreed outputs and outcomes to be delivered with departmental funds.

6. Service delivery requirements for specific Service Users

The major Service User groups are NGOs and local councils, and their workers and volunteers, with a particular focus on organisations that are funded by the department to deliver services on its behalf.

In response to current service system reforms, capability building and information sharing, activities may be extended to include Service Users, families and carers (e.g. introduction of the NDIS and client-directed service delivery).

6.1 Service providers including non-government organisations (NGOs) and local councils - Industry (U5230) Part-industry (U6240)

Definition

Organisations that deliver community services on behalf of the state government, including for-profit and not-for-profit community service organisations and local councils.

Industry is used when organisations are funded to deliver outputs across the community services industry.

Part-industry is used when organisations are funded to deliver outputs to a particular sector or sectors.

6.2 Indigenous service providers - Industry (U5233); Part-industry (U6243)

Definition

Indigenous organisations that deliver community services on behalf of the state government.

Industry is used when organisations are funded to deliver outputs across the community services industry.

Part-industry is used when organisations are funded to deliver outputs to a particular sector or sectors.

6.3 Workforce including paid workers, volunteers and foster carers – Industry (U5235); Part-industry (U6245)

Definition

Paid and unpaid staff, including frontline workers, foster carers, management and administrative staff, and members of management committees and governance boards.

Industry is used when workforce are from across the community services industry.

Part-industry is used when workforce are from a particular sector or sectors.

6.4 Service Users, families and carers (U6010)

Definition

Service Users who are receiving or who are eligible to receive frontline government and/or NGO services. This group may include people with disability, families and carers of people with disability, and both formal (paid)/ and informal (unpaid) support networks.

7. Service delivery requirements for specific service types

Core Service System Support and Development service types that will be funded are:

- System Support - capability building
- System Support - research and advice
- System Support - dissemination of information.

One additional Service System Support and Development service type will not be part of standard purchasing arrangements but may be purchased on an as-needs basis when deemed necessary:

- **systemic advocacy and representation to government and other decision makers**

Sections 7.1–7.4 below define these service types and provide further details about eligible activities, requirements and products.

7.1 System Support – Capability building (T440)

Definition

Services that enhance service system capacity to identify and better respond to the needs of Service Users and communities.

Services that support NGOs to increase their ability, capacity, effectiveness and efficiency.

Services that help NGOs, and Service Users, carers and families, to increase their knowledge and skills and to better understand, respond to and implement reforms.

Purpose of funding

Support improved effectiveness and efficiency of services and improved results for Service Users.

Activities

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Products/milestones may include events (workshops, conferences or seminars, either online or face-to-face), and resources to upskill workers and volunteers or Service Users, carers and families. Deliverables may also consist of more complex projects entailing both resource development and the delivery of training events using these resources. Projects may also include activities such as targeted, one-on-one assistance and the provision of expert or technical advice to support, for example, service integration, planning and implementation, the development of new programs and service delivery models, the review of business processes and the identification of cost-reduction strategies. In the case of training, it should be specified whether it is to be accredited or non-accredited and how many qualifications or skills sets are to be delivered. Targets may also be set, for example, the percentage of Indigenous workers or organisations to be targeted or the retention and completion rate for training.

7.1.1 Requirements – Capability building

Capability Building outputs delivered must meet the diverse and specific needs of the target group. Where a specific cohort is not identified, events and/or resources must be accessible and relevant

to the diverse needs of the target group (i.e. small, medium and large organisations across various sectors and organisations in metropolitan, regional, rural and remote areas).

Where a specific cohort is identified, events and/or resources must be tailored to meet the specific needs of this group. For example:

- for capability building activities for vision impaired customers, resources and training events must include appropriate options such as braille and screen reader options
- capability building for workers in small to medium Indigenous NGOs in regional, rural and remote communities must be culturally appropriate and must be appropriate to the specific circumstances and issues that impact on organisations in these locations.

When developing capability building tools, it will be necessary to seek the department's endorsement of final products before they are published and distributed.

7.2 System Support – Research and advice (T443)

Definition

Services that inform the development of policies and programs which effectively respond to the needs of Service Users, communities and NGOs. Services that help the department and the service system to identify changing Service User and community need and evidence-based, quality practices which respond to these needs. Services that support government to identify policies and/or aspects of the service system that are not working effectively and efficiently and assist government to identify workable solutions to these issues within resource constraints.

Research and advice relates to activities that are initiated by the department on topics that are specified by the department, and agreed to by contracted providers through the signing of the service agreement. 'Providing advice' usually involves a funded peak body consulting with stakeholders and experts and then providing information to the department or stakeholders on topics that the department has nominated.

Purpose of funding

Support the development of policies and programs that effectively respond to the needs of Service Users, communities and NGOs.

Facilitate engagement and collaborative input with NGOs and Service Users across the state to improve policies, programs and services.

Activities

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Outputs/milestones may include research reports, papers, case studies and the provision of verbal advice at strategic meetings with government stakeholders.
- Where appropriate/possible, methodology and expectations should be clearly articulated to ensure products delivered are valid, targeted and useful. For example, it should be specified whether research reports and papers are to be based on a review of national/international literature and/or based on data, information and examples collated from across stakeholder groups. Where relevant, it should be specified whether a certain part of the sector is to be engaged or whether a diverse cross-section of the sector should be represented (e.g. small, medium and large organisations in urban, regional, rural and remote settings). To ensure research and advice outputs are applicable to the Queensland context, it may also be specified that local responses are to be documented.

- To ensure outputs are useful and aligned with the department's needs and expectations, it is also possible to step out deliverables and specify, for example, that a project plan and methodology are preliminary outputs and that once these have been endorsed by the department, a draft report and final report are to be delivered.

7.2.1 Requirements – Research and advice

When developing research and advice the funded organisation must seek the department's endorsement of final products before they are published and distributed.

7.3 System Support – Dissemination of information (T441)

Definition

Services that coordinate the sharing of information across the community services sector and/or local government to support improved and consistent understanding of government priorities, policies and services. Services that facilitate communication and engagement with NGOs and Service Users across the state to improve policies, programs and services. 'Disseminating information' usually involves a funded peak body distributing information provided, or nominated, by the department to stakeholders. Dissemination of information generally means distributing information or tools which have been developed and provided by the department or another body. Where development of new resources is required, this would be a research or capability building service.

Purpose of funding

Coordinate the sharing of information across the target group to support improved and consistent understanding of government priorities and policies and services.

Activities

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Activities may include developing and distributing resources to specific stakeholder groups. Products/milestones may include reports on information dissemination activities (e.g. what type of tools were distributed, to which stakeholders, through which mechanisms, in which locations and when).

7.3.1 Requirements – Dissemination of information

In delivering Dissemination of information, the contracted organisation must demonstrate capability to effectively reach the full breadth of the target group.

Where a specific cohort is not identified, information updates and tools must be accessible and relevant to the diverse needs of the target group (i.e. small, medium and large organisations across various sectors and organisations in metropolitan, regional, rural and remote areas).

Where a specific cohort is identified, communication must be tailored to meet the specific needs of this group. For example:

- *consultation and communication with Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse Service Users, communities and workers must be culturally appropriate*
- *information for vision impaired Service Users should include appropriate options such as braille and screen reader options.*

When undertaking information dissemination activities on behalf of the department, the organisation will ensure that content is endorsed by department and/or is consistent with messages provided by the department.

7.4 System Support – Systemic and group advocacy

Definition

This service is not part of the standard purchasing arrangements and is only to be purchased on an as-needs basis when deemed necessary and should only be for a stand-alone item or time-limited period. The department acknowledges that peak bodies may choose to deliver system, individual or group advocacy services on behalf of its members, but these services will not be routinely purchased by the department.

Systemic and group advocacy promotes system-wide quality of service provision by identifying system failures, working towards change, promoting public awareness of service issues, and promoting the interests of particular groups such as people with disabilities or foster carers. Systemic and group advocacy activities aim to change or maintain existing social policies and programs by taking community action on, or providing information to appropriate organisations about, social policy issues of relevance to the general public or to specific groups.

Advocacy often involves presenting information and making representations to a range of stakeholders, including government and other decision-makers, on topics that the sector, the peak body or customers have nominated. In this way it differs from 'research and advice' where the department will specify topics (see Section 7.2).

Purpose of funding

Promote system-wide service quality, identify system failures, identify solutions for responding to issues/failures, promote public awareness of service issues, and promote the interests of particular Service User groups.

Activities

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- In the case of child safety services, group advocacy may be purchased so that representative networks can identify practice and policy issues impacting on the quality of care provided by foster carers.
- With regards to system or group advocacy, the department may specify in the agreement the activities or products it wishes to purchase, but would leave topics or actions open to be determined through stakeholder engagement (e.g. a report on issues as identified by the group or a project actioning ideas from the customer group). A relevant example may be a campaign to advocate Service User concerns/needs to a broad range of stakeholders (e.g. a campaign to encourage concessions for seniors or low-income earners).

8. Service modes

Services may be delivered in virtual, mobile and/or centre-based mode, as per below.

When determining mode of delivery, consideration should be given to equitable access, cost-effectiveness and reach. For example, to ensure cost-effectiveness and provide regional, rural and remote organisations and workers with access to capability building activities such as training, online seminars may be more appropriate. However, a mix of modes may also be appropriate, (e.g. majority virtual with some mobile) so that workers have the opportunity to participate in face-to-face capability building and have the opportunity to network and collaborate with other service providers.

Virtual

Virtual delivery may include online seminars (webinars), disseminating and collecting information via email and ‘e-blasts’, and hosting resources online to facilitate statewide access.

Mobile

Includes the funded provider going specifically to the premises of an NGO to provide targeted one-on-one support and/or the delivery of workshops in locations across the state to facilitate statewide reach and participation.

Centre-based

Services delivered from the premises of the service provider. This may include undertaking desktop research and developing reports and/or hosting information sharing or capability building events at their own premises.

9. Deliverables and performance measures

See Attachment 1 for a Milestone reporting template

Deliverables

Service User Code	***Service type code***	***Output***	***Quantity per annum***
U5230 U6240 U5233 U6243	T440 T441	**A07.1.02 Coordination/Network Development** Driving the development of networks and/or coordinating networks to minimise duplication and share specialist knowledge.	Milestones
U5230 U6240 U5233 U6243	T440	**A07.1.03 Provision of training and training resources** Provision of training, training resources, and professional development to organisations	Milestones
U5230 U6240 U5233 U6243	T440	**A07.1.04 Volunteer resource development and placement** Providing volunteers with knowledge about the roles, functions, activities and policies of nongovernment organisations, with training in discharging their duties and responsibilities as volunteers. This	Milestones

Service User Code	*Service type code*	*Output*	*Quantity per annum*
		may include referrals to registered service providers.	
U5230 U6240 U5233 U6243	T440	**A07.1.05 Management consultancy/advice** Providing advice to other organisations on matters such as legal incorporation, management structures, financial management and accountability, staff management and strategic planning.	Milestones
U5230 U6240 U5233 U6243	T443	**A07.3.01 Social Planning and Policy Development** Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic investigation of existing programs and services, gathering information from field expertise and experience, and publicising and applying information gained.	Milestones
U6010	T446	**A07.3.02 Social Action and Group Advocacy** Activities that aim to change or maintain existing social policies and programs by taking community action on, and lobbying appropriate organisations about, social policy issues of relevance to the general public or to specific groups.	Milestones
U5230	T440	**A07.1.99 Grants for equipment, resources and infrastructure**	Milestones

Performance measures

Service User Code	*Service type code*	*Output Measures*		*Counting rules and examples*
U5230 U6240 U5233 U6243	T440 T441	**A07.1.02 Coordination/Network Development** Driving the development of networks and/or coordinating networks to minimise duplication and share specialist knowledge.	Milestones	Milestones achieved on agreed plan.
U5230 U6240 U5233 U6243	T440	**A07.1.03 Provision of training and training resources** Provision of training, training resources, and professional development to organisations	Milestones	Milestones achieved on agreed plan.
U5230 U6240 U5233	T440	**A07.1.04 Volunteer resource development and placement** Providing volunteers with knowledge about the roles, functions,	Milestones	Milestones achieved on agreed plan

Service User Code	***Service type code***	***Output Measures***		***Counting rules and examples***
U6243		activities and policies of nongovernment organisations, with training in discharging their duties and responsibilities as volunteers. This may include referrals to registered service providers.		
U5230 U6240 U5233 U6243	T440	**A07.1.05 Management consultancy/advice** Providing advice to other organisations on matters such as legal incorporation, management structures, financial management and accountability, staff management and strategic planning.	Milestones	Milestones achieved on agreed plan.
U5230 U6240 U5233 U6243	T443	**A07.3.01 Social Planning and Policy Development** Activities that aim to develop policies, programs and plans for the delivery of community services. Includes systematic investigation of existing programs and services,	Milestones	Milestones achieved on agreed plan

Service User Code	***Service type code***	***Output Measures***		***Counting rules and examples***
		gathering information from field expertise and experience, and publicising and applying information gained.		
U6010	T446	**A07.3.02 Social Action and Group Advocacy** Activities that aim to change or maintain existing social policies and programs by taking community action on, and lobbying appropriate organisations about, social policy issues of relevance to the general public or to specific groups.	Milestones	Milestones achieved on agreed plan.

Service User code	**Service type code**	**Throughput measures**		**Counting rules and Examples**
U5230 U6240 U5233 U6243	T440 T443	IS134	Total number members of a target group engaged	Count 1 for each member of a target group that participated in an event. Where a service outlet represents multiple target groups (ie. ATSI and CALD), count 1 for each target group represented. Example: A service outlet held an event and they were required to include 3 members of a target group (eg youth services), 3 members of another target group (eg rural services) and 2 members of another target group (eg ATSI services) . Count 1 for each member of a target group.

Service User code	Service type code	Demographic Measures		
		Not applicable		

Service User code	Service type code	Outcome measures		Counting rules and Examples
U5230 U6240 U5233 U6243	T440	Code	Number of Service Users with improved capability	Count one for each unique Service User who has shown evidence of improving their capability through a recognised client assessment tool or assessment method Example: A group of five Service Users (individuals or NGOs/Local councils) have indicated that the resources developed and provided to them have helped them increase their skills and/or knowledge. Count as 5 Service Users.

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. Older people
  8. Community
  9. Service System Support and Development
- Outputs Catalogue
- Human Services Quality Framework

Attachment 1

Milestone and measures reporting template

The following reporting template can be adapted depending on the requirements of the service.

Service Type: System Support - Dissemination of information

Activity & Milestone required	Details of progress	Measures	Report against measure
Detail about what activities and milestones are required under the service agreement	For example: Significant achievements, emerging issues/potential risks; useful contextual information	**Select from:** **THROUGHPUT MEASURES:** • % of department requests met • # and % of target group receiving information • Demonstrated reach across breadth of target group: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs) **OUTCOME MEASURES:** • # and % of target group indicating that information provided was useful • # and % of target group indicating that information provided helped them understand departmental reforms, priorities and policies and the impact/implications for their	Report against selected measures. This quarter: Cumulative for the year if applicable:

Activity & Milestone required	Details of progress	Measures	Report against measure
		organisation and/or its workers and Service Users • # and % of target group indicating that information provided help them identify further support/resources	

Service Type: System Support - Research and advice

Activity & Milestone required	Details of progress	Measures	Report against measure
Detail about what activities and milestones are required under the service agreement	For example: Significant achievements, emerging issues/potential risks; useful contextual information	**Select from:** **THROUGHPUT MEASURES:** • # of items produced (e.g. reports, papers, presentations) • Where relevant, # and % of target group engaged to produce advice • Where relevant, demonstrated engagement across breadth of stakeholders to produce research/advice: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs) **OUTCOME MEASURES:** • Where the target group is	Report against selected measures. This quarter: Cumulative for the year if applicable:

Activity & Milestone required	Details of progress	Measures	Report against measure
		NGOs and/or local councils: - # and % indicating that research/advice was useful and helped them improve delivery of services or business processes • Where research and advice is produced to inform departmental decision-making policies and programs: • departmental satisfaction of the quality and timeliness of advice (criteria for satisfaction will include whether the advice provides evidence-based and workable solutions; whether the full breadth of relevant stakeholders were engaged; and whether appropriate evidence has been sourced).	

Service Type: System Support - Capability building

Activity & Milestone required	Details of progress	Measures	Report against measure
Detail about what activities and milestones are required under	For example: Significant achievements, emerging	**Select from:**	Report against selected measures.

Activity & Milestone required	Details of progress	Measures	Report against measure
the service agreement	issues/potential risks; useful contextual information	**THROUGHPUT MEASURES:** • # of events held • # of resources produced • # and % of target group participating at events • # and % of target group using resource/s • Demonstrated participation across target group: number and percentage for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs) **OUTCOME MEASURES:** • # and % of target group completing skill set or qualification • # and % of target group indicating event/resource helped them increase skills or knowledge (self-assessment/perceptions) • # and % of target group indicating that as a result of event/resource they have made a change which will improve services to Service Users • Summary of the changes/improvements reported by target group • # and % of target group	This quarter: Cumulative for the year if applicable:

Activity & Milestone required	Details of progress	Measures	Report against measure
		assessed as having improved capability as a result of event/resource (external assessment)	

Service Type: System Support - System and group advocacy

Activity &Milestone required	Details of progress	Measures	Report against measure
Detail about what activities and milestones are required under the service agreement	For example: Significant achievements, emerging issues/potential risks; useful contextual information	**Select from:** **THROUGHPUT MEASURES:** • # of items produced (e.g. reports, papers, presentations) • Where relevant, # and % of target group engaged to produce advice • Where relevant, demonstrated engagement across breadth of stakeholders: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs) **OUTCOME MEASURES:** • departmental satisfaction of the quality and timeliness of advice	Report against selected measures. This quarter: Cumulative for the year if applicable: