

# Young People

## Investment Specification

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[Version Control History](#)

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# 1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Young People has been designated as a funding area for services for young Queenslanders aged between 12 and 25 years.

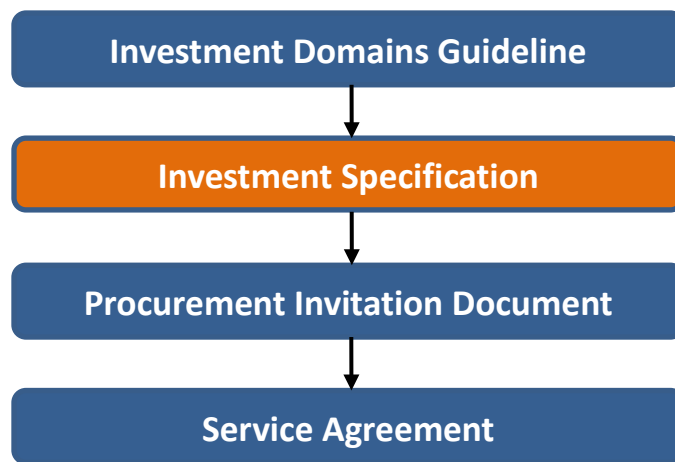
## 1.1 Purpose of the investment specification

The purpose of this investment specification is to describe the intent of investment, the Service Users and identified issues, the service types, and associated service delivery requirements for services under Young People.

This investment specification is a guide for service delivery for Young People funding area where all service types contribute to outcomes. The investment specifications allow for flexibility, responsiveness and innovation in service delivery, enabling the right services to be delivered to the right people at the right time.

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 11 for more information and links to the investment domains guideline and other associated documents.

Figure 1 – Funding document hierarchy



The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

## 2. Funding intent

The Queensland Government is committed to investing in programs to achieve the best outcomes for young Queenslanders. The *Queensland Youth Strategy* sets out the Queensland Government's commitment to delivering the right services, in the right locations, at the right time to improve

access to services, social connectedness and quality of life for young people-  
<http://www.communities.qld.gov.au/communityservices/youth/queensland-youth-strategy-connecting-young-queenslanders>.

To enable this vision, the department collaborates and works closely with government and non-government agencies to deliver responsive and holistic services to young people across the state.

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

- young people access information that meets their needs
- young people receive streamlined and coordinated supports and services across agencies
- young people receive services and supports that match their individual needs
  
- young people's achievements are recognised and showcased
- young people have access to opportunities that increase their ability to attain personal and aspirational goals.

## 2.1 Context

The Queensland Government wants all young people to engage and participate in their communities so that they can reach their full potential.

Though most young people in Queensland are supported by a range of protective factors (families, friends, communities, school), which enable them to lead healthy and active lives, some young people experience exposure to factors like family conflict and parental stress, abuse or neglect, poverty, housing stress, unemployment, disengagement from school, pregnancy and drug and alcohol misuse that increase risk of harm and negative life outcomes.

While many external factors influence these issues, the department's specific contribution will be to deliver services which will work effectively with Queensland's young people, connecting them to the information and services they need to participate positively and proactively in their communities.

The department will provide resourcing to community organisations to deliver services to:

- support young people at risk of disconnection, focusing service delivery effort on building their connections to their families and the community
- provide leadership, participation and development activities that encourage civic participation, build leadership and showcase young people's talents. These services are designed to be inclusive of all young people including: Aboriginal and Torres Strait Islander young people; those from diverse backgrounds and those experiencing barriers to participation.

Services directed to young people will deliver on:

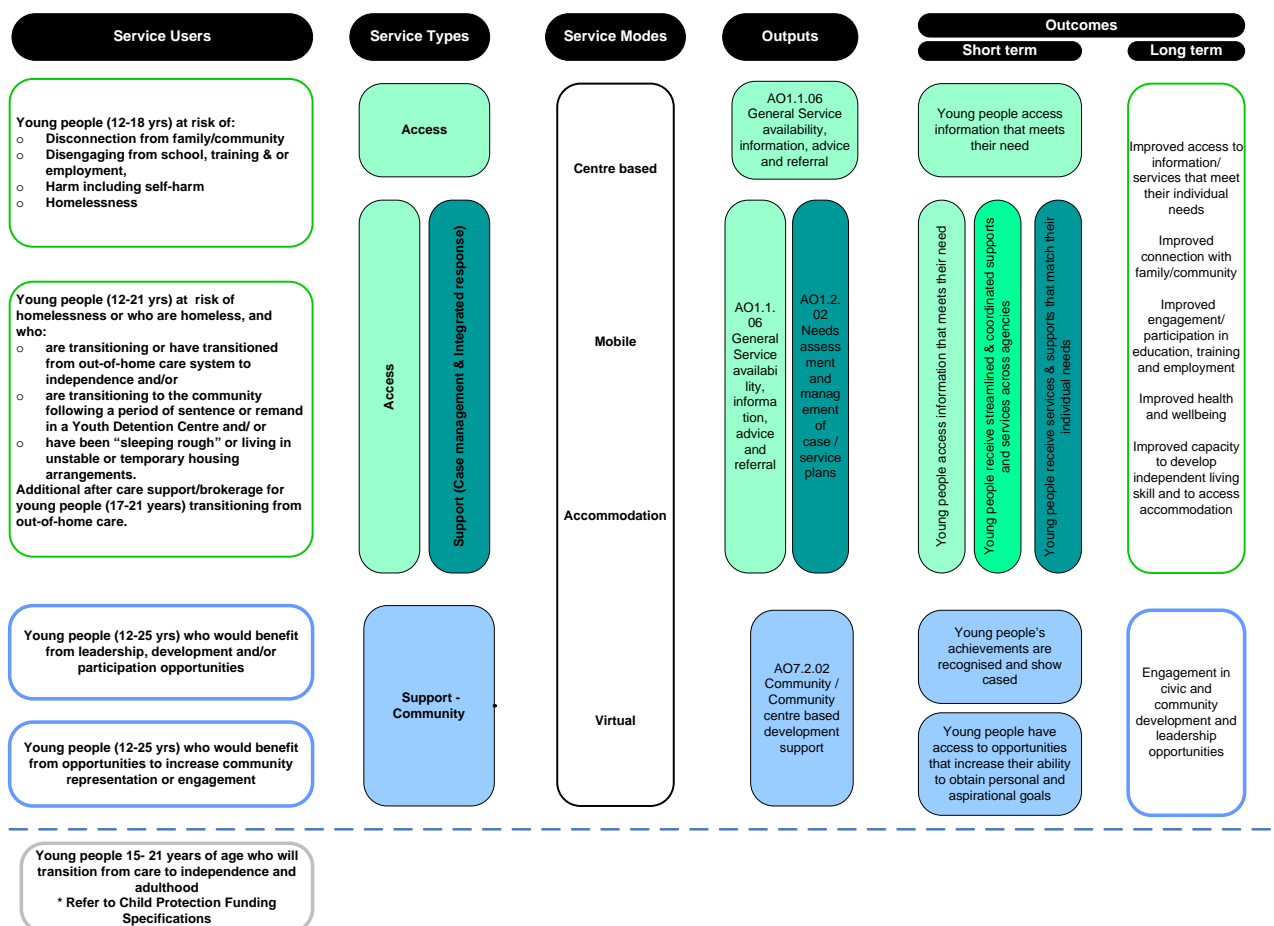
- The Department of Communities, Child Safety and Disability Services [2013–2017 Strategic Plan](#)
- [The Queensland Youth Strategy – connecting young Queenslanders 2013](#).

Investment under Young People is linked to the:

- Capable investment domain, and
- Resilient investment domain.

Funding is also provided to young people under the Child Protection (Support Services) investment specification linked to the Safe domain (please refer to the Child Protection (Support Services) specification for more information).

### 3. Investment logic



### 4. Service delivery overview

The table below provides an overview of the services users and service delivery types within the Young 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).

<b>Service Users</b>	<b>Service types</b>
Young people aged 12 – 18 years of age who are at risk of disconnection (U2107)	Access – Information, advice and referral (T103)
	Support services – Support and Case management (T314)
	Support services - Integrated Response (T326)
Young people 12 – 21 years of age who are at risk of homelessness, or who are homeless (U2347)	Support services – Support and Case management (T314)
Young people aged 12–25 years of age who will benefit from participation, leadership and development opportunities (U2078)	Support services – Community support (T317)
Young people aged 15–25 years of age who will benefit from opportunities to increase community representation or engagement (U2065)	
Young people aged 15–21 years of age who will transition from care to independence and adulthood	Refer to Child Protection (Support Services) Investment 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.

Access Services assist individuals and community groups to identify available supports, and provide support to access the services they need. Access Services may also assist in increasing access to community-based activities and events.

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

## 5. Service delivery requirements for all services

### 5.1 General information for all services

Services that are funded under Young 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

There are no specific requirements for all services.



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

Services should demonstrate a high level of coordination with other services and agencies (e.g. education, health and housing services) that may also be providing immediate and ongoing support to young people.

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

### **6.1 (U2107) Young people aged 12–18 years of age who are at risk of disconnection including:**

- disconnecting from their family/ community or support network
- disengaging from school, training and /or employment
- harm, including self-harm
- homelessness.

#### **Purpose of funding**

To deliver a range of services that support young people in Queensland who are not supported by a range of protective factors (families, friends, communities, school) that enable them to lead healthy and active lives. This could be due to exposure to risk factors like family conflict and parental stress, abuse or neglect, poverty, housing stress, unemployment, disengagement from school, pregnancy and drug and alcohol misuse may increase young people's vulnerability to harm and negative life outcomes.

Services will provide consistent assessment to identify appropriate individual responses for vulnerable young people to help them achieve positive life outcomes. These will be available for the duration of the young person's needs, from short to longer term. Where required, services will facilitate the delivery of effective and coordinated support to young people, including those with multiple and/or complex needs.

The intensity of support provided will be determined by the needs of the young person.

#### **6.1.1 Requirements – young people aged 12–18 years of age who are at risk of disconnection**

- The funded organisation must identify and provide the most appropriate response and/or suitable referral in accordance with the presenting level of need and circumstances of the young person.

#### **6.1.2 Considerations – young people aged 12–18 years of age who are at risk of disconnection**

- Nil.

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

## **6.2 (U2347) Young people aged 12–21 years of age who are at risk of homelessness, or who are homeless including:**

- transitioning or have transitioned from the out-of-home care system to independence and/or
- transitioning to the community following a period of sentence or remand in a Youth Detention Centre and/or
- have been “sleeping rough” or living in unstable or temporary housing arrangements.

### **Purpose of funding**

- To support young people to access and maintain safe and stable accommodation.
- Provide access to information and advice which will assist the young person to connect with their family and/or supports and services in the community.
- To assist young people to transition to greater stability and independence by providing case management support and two options of brokerage:
  - To purchase goods and services for the direct benefit of young people 12 – 21 years in line with case plan goals
  - To provide After Care support and/or goods and services in line with case plan goals to young people aged 17–21 years transitioning from out-of-home care.

### **6.2.1 Requirements – young people aged 12–21 at risk of homelessness or homeless**

- The funded organisation must provide an initial assessment to identify the housing, employment, training and education support needs of the Service User.
- The funded organisation must undertake comprehensive, ongoing assessment of the Service User’s support needs.
- The funded organisation must provide planned support to assist young people to reach their case plan goals and review progress throughout the support relationship.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

### **6.2.2 Considerations – young people aged 12–21 at risk of homelessness or homeless**

Brokerage funds, as a component of support, are used to purchase goods and services for the direct benefit of Service Users in line with case plan goals and service agreements.

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

## **6.3 (U2078) Young people aged 12–25 years of age who will benefit from participation, leadership and/or development opportunities**

### **Purpose of funding**

(also refer to Community Investment Specification)

- Develop and implement activities and/or events that aim to raise awareness of social issues or a social issue.
- To coordinate events across the state during National Youth Week (NYW) as an opportunity to celebrate the achievements of young people, develop young people’s leadership skills, and promote a greater sense of community connection through the engagement of young people in positive activities.

- Develop an integrated marketing and communication strategy to support NYW in Queensland to promote participation by young people in NYW activities in Queensland and effect positive community attitudes towards young people. Mandatory elements of the campaign strategy include the development and implementation of a Ministerially approved:
  - Queensland creative concept
  - Promotional material/s and correspondence must include acknowledged of State and Commonwealth funding
  - An online and social media presence (including events calendar).

### **6.3.1 Requirements – young people aged 12–25 who will benefit from participation, leadership and/or development**

The funded organisation must:

- Develop and deliver at least 10 workshops/activities involving a diverse range of young people across the state between January and April each year demonstrating the engagement of young people in the planning of NYW.
- Partner with a Queensland Government agency identified by Office for Youth (OFY) each year to highlight one area of connection in the Queensland Youth Strategy (QYS) to lift the profile of the QYS and to promote NYW around the state.
- Provide the department with a selection of projects created by young people during the workshops/activities by 31 March for the purpose of exhibiting during the Queensland NYW event.
- Administer a small Community Grants program on behalf of the Queensland Government to fund community organisations to hold a minimum of 13 events in NYW commencing in January each year to raise awareness and increase community engagement in NYW.
- Establish and lead a panel consisting of representatives from the department and partners to select community organisations, in consultation with Office for Youth, to receive small grants funding based on agreed criteria.
- Provide a milestone report as per reporting template including the outcomes achieved, feedback, case studies and number of participants.

### **6.3.2 Considerations – young people aged 12–25 who will benefit from participation, leadership and/or development**

Nil.

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

## **6.4 (U2065) Young people aged 15–25 years of age who will benefit from opportunities to increase community representation or engagement**

### **Purpose of funding**

To provide opportunities to build young community representative's skills to influence community and public decision making by equipping them with knowledge of Queensland's parliamentary system.

### **6.4.1 Requirements – young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement**

The funded organisation must:

- Undertake a process to encourage nominations from young people with diverse backgrounds.
- Assess and select ninety-three young people from diverse backgrounds to participate, comprising of one young person per electorate and an additional four Indigenous specific placements.
- Develop capacity building activities and deliver two residential forums in Brisbane, with the initial launch to be delivered during National Youth Week where possible.
- Develop and coordinate networking activities with other young people, government and other relevant agencies to encourage young people to interact with their local community and key stakeholders to develop and implement one community action plan per participant.
- Submit quarterly milestone reports using the approved template.

#### **6.4.2 Considerations – young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement**

Nil.

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

## **7. Service delivery requirements for specific service types**

### **7.1 Access – Information, advice and referral (T103)**

Services that assist Service Users and community members to make informed decisions about, or be connected to, the services and support that they need. These responses are an important aspect of both prevention and early intervention approaches and involve preliminary needs identification for the purpose of identifying appropriate service and support options.

#### **7.1.1 Requirements – information, advice and referral**

- The funded organisation must provide an initial assessment, including safety planning, to identify the most appropriate assistance available in accordance with the level of need and circumstances to support the needs of the young person.
- The funded organisation must provide prevention and early intervention supports requiring **low** intensity support and/or referral to other provider/s better placed to meet presenting issues and/or connect to community supports.
- The funded organisation must provide information and advice which will assist the young person to connect with their family and/or supports and services in the community.
- The funded organisation must facilitate a supported referral process, where needed, to the most appropriate mainstream and specialist services e.g. drug or alcohol, education, mental health, homelessness services. This is an indicative, not exhaustive, list.
- The funded organisation must facilitate practical support until appropriate referral is completed.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

## 7.1.2 Considerations – information, advice and referral

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.
- Brokerage funds are provided by this service type to Service Users whose needs have been assessed by services to meet immediate needs that will reduce or extinguish the need for further, more intensive intervention.

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

## 7.2 Support services – Support & Case management (T314)

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

### 7.2.1 Requirements – case management

- The funded organisation must assess Service User needs combined with an initial and ongoing risk assessment and safety planning as needed.
- The funded organisation must provide support to Service Users assessed with **medium to high** level of support needs through case management to assist Service Users to reach their goals and progress must be reviewed throughout the support relationship.
- The funded organisation must assist Service Users to achieve their goals by providing individual, practical and well-planned assistance to address issues and barriers related to, or resulting from, the four key areas of concern – family conflict, homelessness, harm, including self-harm and/or unemployment.
- The funded organisation must facilitate social contact with family and friends and forming new social networks, as needed.
- The funded organisation must facilitate access to education, volunteering, employment and leisure activities.
- The funded organisation must provide practical and/or interpersonal assistance e.g. accessing income support payments, arranging transport to assist Service Users to attend appointments.
- The funded organisation must assist and support referrals to facilitate access to specialist services or integrated response services including drug or alcohol, mental health, housing services, legal services, domestic and family violence support, general health services, budgeting and debt management and any other mainstream services as required.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

## 7.2.2 Considerations – case management

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- The service must consider for priority, referrals from other Access and Support services funded under the Young People Investment Specification.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.
- Brokerage funds, as a component of support, are used by this service type to purchase goods and services for the direct benefit of Service Users in line with case plan goals.

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

## 7.3 Support services - Integrated response (T326)

Integrated response (case management) is a collaborative, Service User-centred process aimed at empowering and working with Service Users to effectively meet their individual needs and to increase their self-reliance and independence. Integrated response services provide case management which incorporates direct support to the Service User, based on support needs identification, assessment and planning and the coordination of access to a range of other appropriate supports. This includes leading, establishing and participating in case panels between services to support the Service User's journey.

### 7.3.1 Requirements – integrated response

- The funded organisation must assess Service User needs combined with an initial and ongoing risk assessment and safety planning as needed.
- The funded organisation must provide coordinated and integrated responses which ensures the right people work together to support the Service User with **complex and or multiple needs**, including:
  - leading the establishment and participating in case panels between services (involving a minimum of two additional service outlets/departments)
  - identifying local barriers to coordinated service delivery and implementing local strategies to enhance service provision and reduce duplication of services.
- The funded organisation must assist and support referrals to facilitate access to specialist services or integrated response services including drug or alcohol, mental health, housing services, legal services, domestic and family violence support, general health services, budgeting and debt management and any other mainstream services as required.
- The funded organisation must facilitate social contact with family and friends and forming new social networks, as needed.
- The funded organisation must facilitate access to education, volunteering, employment and leisure activities.
- The funded organisation must provide practical and/or interpersonal assistance where required e.g. accessing income support payments, arranging transport to assist Service Users to attend appointments.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

### **7.3.2 Considerations – integrated response**

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Accessible and available - services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.
- Brokerage funds, as a component of support, are used to purchase goods and services for the direct benefit of Service Users in line with case plan goals.

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

## **7.4 Support services- Community support (T317)**

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

### **7.4.1 Requirements – community support**

Funded organisations must:

- Develop opportunities for young people to participate in programs/events/activities/projects designed to develop their skills and support them in reaching their full potential.
- Include young people in program/project development including consultation, design, delivery and evaluation.
- Provide opportunities for young 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, resilient citizens.
- Provide opportunities for the wider community to listen to young people and acknowledge and celebrate the positive contributions made by their efforts and achievements.
- Support young people to positively connect with their families, friends and social networks.
- Deliver programs/events/activities/projects in a culturally appropriate manner.

### **7.4.2 Considerations – community support**

Nil

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

## **8. Service modes**

A service can be delivered through one or more of the following modes to meet the individual, geographic and cultural needs of the Service User group.

### **Accommodation**

Services are provided in accommodation with support.

## **Centre-based**

Services are provided face to face on the service's premises (a site young people and families can access).

## **Mobile**

Outreach services are provided in locations other than the services premises.

## **Virtual**

Services may be delivered over the telephone or via the internet



## 9. Deliverables and performance measures

The following outputs are funded under the Young 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
U2107	T103	<p><b>A01.1.06 General service availability, information, advice and referral</b></p> <p>Providing information, advice or referral about any specific services available to the general public and/or to specific groups.</p>	[insert number of hours]	[insert number of Service Users]
U2107 U2347	T314 T326	<p><b>A01.2.02 Needs assessment and management of case/service plans</b></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]
U2078 U2065	T317	<p><b>A07.2.02 Community/Community centre-based development and support</b></p> <p>Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community</p>	Milestones	

## Performance measures

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

Access

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U2107	T103	<p><b>A01.1.06 General service availability, information, advice and referral</b></p> <p>Providing information, advice or referral about any specific services available to the general public and/or to specific groups</p>	<p>Number of hours provided during the reporting period</p>	<p>The time that can be counted towards hours of services or outputs delivered includes:</p> <ul style="list-style-type: none"> <li>• face to face time spent with Service Users or the community, and trainees; and</li> <li>• time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events.</li> </ul> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings(e.g. NGO forums/general networking with other stakeholders/agencies)</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department</li> </ul> <p>Example:</p> <ul style="list-style-type: none"> <li>• A staff member spends 15 minutes responding to an email asking for information. Count as 15 minutes.</li> </ul> <p>A worker attends a park for the purpose of providing information to young people and they are at that location for 1 hour. Count 1 hour.</p>
			<p>Number of Service Users who received a</p>	<p>Count 1 for each unique Service User who received a service during the reporting period.</p> <p>Example:</p>

Service User Code	Service Type Code	Output Measures		Counting rules and examples
			service during the reporting period	<ul style="list-style-type: none"> <li>A Service User visits/emails/phones a service outlet and is provided information or a referral to another service outlet. Count as 1 Service User.</li> </ul>

Service User Code	Service type code	Throughput Measures		Counting rules and examples
U2107	T103	IS255	Number of Service Users who are new	Count 1 for each Service User who is new to the service outlet during the reporting period. Example: A service provider had 100 Service Users during the reporting period. Of the 100 - <ul style="list-style-type: none"> <li>75 were continuing from the previous period,</li> <li>25 were new.</li> </ul> Count as 25 Service Users.
		IS149	Number of Service Users who were referred to an internal service	Count 1 for each unique Service User who was referred to another service or area within the same funded organisation or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by your organisation. Count as 3 Service Users
		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 department in the reporting period to a service outlet or area outside of the same funded organisation or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by another organisation. Count as 7 Service Users.

U2107	T103	IS142	Number of Service Users receiving brokerage	Count 1 for each unique Service User who received a brokerage at least once during the reporting period. Example: A Service User receives goods/services purchased from a third party to support their case plan goals eg – rent assistance, school fees/supplies, driving lessons or train fare during the reporting period. Count as 1 per Service User.
U2107	T103	IS151	Value of brokerage expenditure (\$)	Count the dollar value of funds expended, transferred or invoiced to a third party in the provision of assistance, support or other services in meeting the individual needs of a Service User to achieve their case plan/goals during the reporting period. Examples: Throughout the reporting period the following services/goods were purchased by the service outlet to support Service Users achieving the case plan goals: <ul style="list-style-type: none"> <li>- 10 speech therapy sessions @ \$300 per session      \$3000</li> <li>- 5 train fares @ \$5 per fare                                      \$ 25</li> <li>- Purchase school supplies \$100 x4 Service Users      \$ 400</li> </ul> <p style="text-align: right;">Total for reporting period      \$3425</p>
<b>Service User code</b>	<b>Service Type Code</b>	<b>Demographic Measures</b>		<b>Counting rules and examples</b>
U2107	T103	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female. Count 1 for each unique female Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
		IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male. Count 1 for each unique male Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
		IS35	Number Service Users identifying as Aboriginal and/or Torres Strait Islander	Count 1 for each Service User who identifies as being of Aboriginal and/or Torres Strait Islander descent.

		IS39	Number Service Users identifying as being from a Culturally and Linguistically Diverse background	Count 1 for each Service User who identifies as being from a culturally and linguistically diverse background.
<b>Service User code</b>	<b>Service Type Code</b>	<b>Outcome Measures</b>		<b>Counting rules and examples</b>
U2107	T103	Code	Number of Service Users with improved service access	Count 1 for each unique Service User who has shown evidence of improved service access through a recognised client assessment tool.  Example: A Service User phones in to the service asking for information and advice about services that may assist with a particular issue. She receives information about services available and how to contact those services. Count as 1 Service User.

## Support & Case Management

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U2107 U2347	T314	<p><b>A01.2.02 Needs assessment and management of case/service plans</b></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 hours of time spent with and on behalf of each Service User.</p> <p>The time that can be counted towards hours of services or outputs delivered includes:</p> <ul style="list-style-type: none"> <li>• face to face time spent with Service Users or the community, and trainees; and</li> <li>• time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, participating in case conferences, recording data at the time of initial assessment, and preparation for training events</li> </ul> <p>Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings(eg NGO forums/general networking with other stakeholders/agencies)</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• A service identifies 10 of their Service Users who require assistance with financial management skills. 2 workers spend <b>5</b> hours collecting and developing resources to build their capacity and <b>3</b> hours explaining the resources to the Service Users. Count as <b>8</b> hours in total.</li> </ul>
			<p>Number of Service Users who received a service during the reporting period</p>	<p>Count 1 for each unique Service User who received a service during the reporting period.</p> <p>Example:</p> <p>A service provider had 100 Service Users during the reporting period. Of the 100, 70 were continuing from the previous period and 25 were new. 20 were ceased due to no contact after 3 months. Count as 75 Service Users. (ie <math>70 + 25 - 20 = 75</math> )</p>

Service User Code	Service type code	Throughput Measures		Counting rules and examples
U2107 U2347	T314	IS255	Number of Service Users who are new	Count 1 for each Service User who is new to the service outlet during the reporting period. Example: A service provider had 100 Service Users during the reporting period. Of the 100 - <ul style="list-style-type: none"> <li>• 75 were continuing from the previous period,</li> <li>• 25 were new.</li> </ul> Count as 25 Service Users.
		IS149	Number of Service Users who were referred to an internal service	Count 1 for each unique Service User who was referred to another service or area within the same funded organisation service outlet or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by another organisation. Count as 3 Service Users
		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 department in the reporting period to a service outlet or area outside of the same funded organisation or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by another organisation. Count as 7 Service Users.
		IS142	Number of Service Users receiving brokerage	Count 1 for each unique Service User who received a brokerage service at least once during the reporting period. Example: A Service User receives goods/services purchased from a third party to support their case plan goals eg – rent assistance, school fees/supplies, driving lessons or train fare during the reporting period. Count as 1 per Service User.
		IS150	Number of Service Users with a new case plan developed	Count 1 for each unique Service User who has a case plan developed in the reporting period. Example: A Service User and worker undertake a process to identify the Service User's needs and goals,

				which are incorporated into a support case plan. The worker actively connects the Service User with the services required as identified in the support plan. Count as 1 Service User.
		GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of identified needs being met	Count 1 for each Service User who has their case plan close/finalised as a result of the majority/all of identified goals/needs being met Example: A Service User has been receiving a service for 5 months with her case plan focusing on improving engagement in education and parenting skills. The Service User is now attending school regularly and is confident in meeting the dietary needs of her daughter and is now exiting the service. Count as 1 Service User
		IS145	Number of Service Users who exited from the service	Count 1 for each unique Service User who finished receiving a service(s) during the reporting period Example: This includes Service Users who have exited the service by achieving their case plan goals or by not presenting with the service for more than 3 months.
U2107 U2347	T314	IS151	Value of brokerage expenditure (\$)	Count the dollar value of funds expended, transferred or invoiced to a third party in the provision of assistance, support or other services in meeting the individual needs of a Service User to achieve their case plan/goals during the reporting period. Examples: Throughout the reporting period the following services/goods were purchased by the service outlet to support Service Users achieving the case plan goals: <ul style="list-style-type: none"> <li>- 10 speech therapy sessions @ \$300 per session     \$3000</li> <li>- 5 train fares @ \$5 per fare     \$ 25</li> <li>- Purchase school supplies \$100 x4 Service Users     \$ 400</li> </ul> <p style="text-align: right;">Total for reporting period     \$3425</p>
<b>Service User code</b>	<b>Service Type Code</b>	<b>Demographic Measures</b>		<b>Counting rules and examples</b>
U2107 U2347	T314	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female. Count 1 for each unique female Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
		IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male. Count 1 for each unique male Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.



		IS35	Number Service Users identifying as Aboriginal and/or Torres Strait Islander	Count 1 for each Service User who identifies as being of Aboriginal and/or Torres Strait Islander descent.
		IS39	Number Service Users identifying as being from a Culturally and Linguistically Diverse background	Count 1 for each Service User who identifies as being from a culturally and linguistically diverse background.
<b>Service User code</b>	<b>Service Type Code</b>	<b>Outcome Measures</b>		<b>Counting rules and examples</b>
U2107 U2347	T314	Code	Number of Service Users with improved service access	<p>The Service User is defined in the service agreement. Improved service access is the Service User's ability to connect to services or support systems they need. Count 1 for each unique Service User who has shown evidence of improved service access through a recognised client assessment tool.</p> <p>Example: A service provided information to 100 Service Users and assisted 70 of those Service Users to access other providers through facilitated referrals. Count as 100 Service Users.</p>
		Code	Number of Service Users with improved quality of life	<p>Improved quality of life includes but are not exclusive to:</p> <ul style="list-style-type: none"> <li>Well-being (the state of being comfortable, healthy, or happy)</li> <li>Education and training opportunities</li> <li>Independence.</li> </ul> <p>Count 1 for each unique Service User who has shown evidence of improved quality of life through a recognised client assessment tool.</p> <p>Examples: A Service User's personal wellbeing has improved as a result of counselling received that addressed problem gambling. Count as 1 Service User. A Service User has access to training opportunities that has increased their ability to achieve personal goals. Count as 1 Service User.</p>
		Code	Number of Service Users with	Broadly defined, life skills are Service Users abilities to deal effectively with the demands and challenges of everyday life.

			improved life skills	<p>These include, but are not exclusive to:</p> <ul style="list-style-type: none"> <li>• Parenting skills</li> <li>• Emotional management skills</li> <li>• Financial management skills</li> <li>• Basic self-care skills</li> </ul> <p>Count 1 for each unique Service User who has shown evidence of improved life skills through a recognised client assessment tool.</p> <p>Example: A Service User has maintained a budget for a month and is reporting an improved capacity to meet day to day costs, he has also demonstrated increased capacity to care for his child's nutritional requirements. Count as 1 Service User.</p>
		Code	Number of Service Users with improved family and community interactions/connectedness	<p>Family interaction is the Service User's communication or direct involvement with family members. Family connectedness is the Service User's bond with family members. Community interaction is the support provided by the community in assisting services users to maintain or improve their circumstances.</p> <p>Count 1 for each unique Service User who has shown evidence of improved family interactions/connectedness through a recognised client assessment tool.</p> <p>Examples: A Service User has reconnected with their mother and is spending more time at home and reporting decreased conflict. Count as 1 Service User.</p> <p>A Service User has been in counselling to resolve long-standing family conflict between himself and his sibling. His sibling had voluntarily left the family home. The Service User received services to improve his conflict management skills and has now safely re-united with his sibling. Count as 1 Service User.</p>
<b>Service User Code</b>	<b>Service type Code</b>	<b>Other Measures</b>		<b>Service type Code</b>
U2107 U2347	T314	Case study/ies upload a document	IS61	<p>Count 1 for each case study provided to the department (de-identified) that examples positive outcomes of accessing the service for the Service User</p> <p>Example: On the approved template: 1 per quarter for service outlets receiving over \$100,000 per year</p>

				1 per year for service outlets receiving under \$100,000 per year
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**Integrated response**

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U2107	T326	<b>A01.2.02 Needs assessment and management of case/service plans</b>  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.	Number of hours provided during the reporting period	Count hours of time spent with and on behalf of each Service User.  The time that can be counted towards hours of services or outputs delivered includes: <ul style="list-style-type: none"> <li>• face to face time spent with Service Users or the community, and trainees; and,</li> <li>• time spent undertaking tasks on behalf of Service Users, such as arranging referrals, writing file notes, leading case panels with a minimum of 2 or more providers/agencies, participating in case conferences, recording data at the time of initial assessment, and preparation for training events:</li> </ul> Time that should not be counted in hours of service include activities that cannot be attributed to Service Users such as: <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Travel</li> <li>• Attending staff training</li> <li>• Network meetings(eg NGO forums/general networking with other stakeholders/agencies)</li> <li>• Supervision, and</li> <li>• Compiling data for reporting to the department.</li> </ul> Example: You contact another service (as lead case manager) on behalf of a Service User to discuss the case management plan and service delivery options/approach. Time spent is 15 minutes. Count 15 minutes. You take 15 mins to write case notes. Count 15 minutes. You take 10 mins to input Service User into client management system. Count 10 minutes.
			Number of Service Users who	Count 1 for each unique Service User who received a service during the reporting period.

Service User Code	Service Type Code	Output Measures		Counting rules and examples
			received a service during the reporting period	

Service User Code	Service type code	Throughput Measures		Counting rules and examples
U2107	T326	IS255	Number of Service Users who are new	Count 1 for each Service User who is new to the service outlet during the reporting period. Example: A service provider had 100 Service Users during the reporting period. Of the 100 - <ul style="list-style-type: none"> <li>75 were continuing from the previous period,</li> <li>25 were new.</li> </ul> Count as 25 Service Users.
		IS149	Number of Service Users who were referred to an internal service	Count 1 for each unique Service User who was referred to another service or area within the same funded organisation or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by another organisation. Count as 3 Service Users
		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 department in the reporting period to a service outlet or area outside of the same funded organisation or department. Example: 10 Service Users sought a service from a service outlet delivered by ABCDE Inc (your organisation). 3 Service Users were referred to other services provided by ABCDE Inc and 7 Service Users were referred to services provided by another organisation. Count as 7 Service Users.

		IS142	Number of Service Users receiving brokerage	Count 1 for each unique Service User who received brokerage at least once during the reporting period. Example: A Service User receives goods/services purchased from a third party to support their case plan goals eg – rent assistance, school fees/supplies, driving lessons or train fare during the reporting period. Count as 1 per Service User.
		IS150	Number of Service Users with a new case plan developed	Count 1 for each unique Service User who has a case plan developed in the reporting period. Example: A Service User and worker undertake a process to identify the Service User's needs and goals, which are incorporated into a support case plan. The worker actively connects the Service User with the services required as identified in the support plan. Count as 1 Service User.
		GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of identified needs being met	Count 1 for each Service User who has their case plan close/finalised as a result of the majority/all of identified goals/needs being met  Example: A Service User has been receiving a service for 5 months with her case plan focusing on improving engagement in education and parenting skills. The Service User is now attending school regularly and is confident in meeting the dietary needs of her daughter and is now exiting the service. Count as 1 Service User
		IS145	Number of Service Users who exited from the service	Count 1 for each unique Service User who finished receiving a service(s) during the reporting period Example: This includes Service Users who have exited the service by achieving their case plan goals or by not presenting with the service for more than 3 months.
U2107	T326	IS151	Value of brokerage expenditure (\$)	Count the dollar value of funds expended, transferred or invoiced to a third party in the provision of assistance, support or other services in meeting the individual needs of a Service User to achieve their case plan/goals during the reporting period. Examples: Throughout the reporting period the following services/goods were purchased by the service outlet to support Service Users achieving the case plan goals: <ul style="list-style-type: none"> <li>- 10 speech therapy sessions @ \$300 per session     \$3000</li> <li>- 5 train fares @ \$5 per fare     \$ 25</li> <li>- Purchase school supplies \$100 x4 Service Users     \$ 400</li> </ul> <p style="text-align: right;">Total for reporting period     \$3425</p>

		IS31	Number of case panels co-ordinated	<p>Count 1 for each case panel meeting coordinated , involving at least 2 other service outlets/organisations/departments</p> <p>Examples:</p> <p>A worker supporting a Service User with complex issues requiring a case panel be convened with three other funded organisations/departments. Through the process the worker provides support and assistance to the Service User and the case panel, but does not coordinate the case panel. Count as 1 for each case panel meeting participated in.</p> <p>A worker supporting a Service User with complex issues requiring a case panel be convened with three other funded organisations/departments. Through the process the worker coordinates the case panel members in responding to the complex needs of the Service User whilst supporting the Service User. Count 1 for each case panel meeting coordinated.</p>
Service User code	Service Type Code	Demographic Measures		Counting rules and examples
U2107	T326	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female. Count 1 for each unique female Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
		IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male. Count 1 for each unique male Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
		IS35	Number Service Users identifying as Aboriginal and/or Torres Strait Islander	Count 1 for each Service User who identifies as being of Aboriginal and/or Torres Strait Islander descent.
		IS39	Number Service Users identifying as being from a Culturally and Linguistically Diverse background	Count 1 for each Service User who identifies as being from a culturally and linguistically diverse background.

Service User code	Service Type Code	Outcome Measures		Counting rules and examples
U2107	T326	Code	Number of Service Users with improved service access	<p>The Service User is defined in the service agreement. Improved service access is the Service User's ability to connect to services or support systems they need. Count 1 for each unique Service User who has shown evidence of improved service access through a recognised client assessment tool.</p> <p>Example: A service provided information to 100 Service Users and assisted 70 of those Service Users to access other providers through facilitated referrals. Count as 100 Service Users.</p>
		Code	Number of Service Users with improved quality of life	<p>Count 1 for each unique Service User who has shown evidence of improved quality of life through a recognised client assessment tool.</p> <p>Examples: A Service User's personal wellbeing has improved as a result of counselling received that addressed problem gambling. Count as 1 Service User. A Service User has access to training opportunities that has increased their ability to achieve personal goals. Count as 1 Service User.</p>
		Code	Number of Service Users with improved life skills	<p>Count 1 for each unique Service User who has shown evidence of improved life skills through a recognised client assessment tool.</p> <p>Example: A Service User has maintained a budget for a month and is reporting an improved capacity to meet day to day costs, he has also demonstrated increased capacity to care for his child's nutritional requirements. Count as 1 Service User.</p>
		Code	Number of Service Users with improved family and community interactions/connectedness	<p>Family interaction is the Service User's communication or direct involvement with family members. Family connectedness is the Service User's bond with family members. Community interaction is the support provided by the community in assisting services users to maintain or improve their circumstances. Count 1 for each unique Service User who has shown evidence of improved family interactions/connectedness through a recognised client assessment tool.</p> <p>Examples: A Service User has reconnected with their mother and is spending more time at home and</p>

				<p>reporting decreased conflict. Count as 1 Service User.</p> <p>A Service User has been in counselling to resolve long-standing family conflict between himself and his sibling. His sibling had voluntarily left the family home. The Service User received services to improve his conflict management skills and has now safely re-united with his sibling. Count as 1 Service User.</p>
<b>Service User Code</b>	<b>Service type Code</b>	<b>Other Measures</b>		<b>Service type Code</b>
U2107	T326	Case study/ies upload a document	IS61	<p>Count 1 for each case study provided to the department (de-identified) that examples positive outcomes of accessing the service for the Service User</p> <p>Example:</p> <p>On the approved template:</p> <p>1 per quarter for service outlets receiving over \$100,000 per year</p> <p>1 per year for service outlets receiving under \$100,000 per year</p>



**Community Support**

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U2078	T317	<p><b>A07.2.02 Community/Community centre-based development and support</b></p> <p>Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community</p>	Milestones	<p>Count 'yes' if milestone completed or if the required portion of tasks were completed for the period.</p> <p>Report provided as per attached template</p>

**Community**

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U2065	T317	<p><b>A07.2.02 Community/Community centre-based development and support</b></p> <p>Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community</p>	Milestones	Report provided as per attached template

## 10. Contact information

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

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

## 11. Other funding and supporting documents

- [Investment Domains Guideline](#)
- [Investment Specifications](#):
  1. Child Protection (Support Services)
  2. Child Protection (Placement Services)
  3. Families
  4. Domestic and Family Violence
  5. Individuals
  6. Young People
  7. Older People
  8. Community
  9. Service System Support and Development
- [Outputs Catalogue](#)
- [Human Services Quality Framework \(HSQF\)](#)
- [Queensland Youth Strategy – connecting young Queenslanders 2013](#)
- Practice Guide (TBC)
- Guidelines for Service Delivery: Youth Housing and Reintegration Service including After Care Service (TBC)

# Attachments

**REPORT FOR**

**NATIONAL YOUTH WEEK <year>**

**for**

**< Name of organisation >**

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NATIONAL YOUTH WEEK <year> REPORT

HOW TO COMPLETE THIS REPORT

- Please complete all questions - do not leave any questions blank.
- Dot point or note form is acceptable.
- Details will be incorporated into the National Annual Report

**PERSON TO CONTACT IN RELATION TO THIS REPORT**

Name .....

Position Title .....

Organisation .....

Contact telephone number.....

Contact e-mail .....

Scanned, signed documents can also be sent to the above email address; alternatively you can post your completed report to:

<name>

<email address>

1. Summary

1.1 Provide an overview of highlights and key achievements on the activities and events held in your state/territory.

1.2 What funding mechanism did you use to distribute funds? For example, did you distribute funds through a grants program/ funding of organisations or local councils? Please describe.

1.3 Provide a breakdown of how funds were distributed.

## 2. ACTIVITIES, EVENTS AND PARTICIPATION

2.1 Approximately how many local activities and events were held during NYW in your state/territory?

2.2 How many activities and events took place in the following areas?

2.3 Indicate the number of organisations involved in providing activities and events.

Councils	
NGOs	
Other government agencies	
Schools/Tertiary Institutions	
Private sector organisations	
Other (please specify)	

2.4 Please provide the approximate number of young people attending NYW activities in your state/territory.

2.5 Please indicate the approximate number of young people involved in planning and/or organising NYW activities in your state/territory.

2.6 Please provide the approximate number of events targeted at disadvantaged\*\* young people in your state/territory

2.7 Please summarise some of the key events held during NYW targeted at disadvantaged\*\* young people in your state/territory.

\*\* Disadvantaged young people include young people in regional Australia, young people with a disability, young people at risk of homelessness, Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse (CALD) young people, young carers, unemployed young people, and young people in juvenile justice centres

2.8 How were young people involved in the planning and/or organising of NYW activities and events at the state/territory and local level?

2.9 Please provide any feedback you may have received from young people on their level of satisfaction in the planning and/or organising of NYW activities and events and the types of events and activities on offer.



### 3. MARKETING AND PROMOTION

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3.1 What type of marketing and promotion did your state/territory undertake for NYW in <year>?

Television       Radio       Print Press       Online or virtual

Merchandise    Social Media       Other (see 3.2)

3.2 Provide a brief overview of your marketing and promotion campaign.

3.3 Please provide a brief description of NYW merchandise used for NYW <year>.

3.4 Did you develop a state/territory website for NYW <year>?

Yes  

3.5 Please provide details of any sponsorship/partnerships you secured for NYW activities and events.

3.6 Did any of your sponsors or partners advertise NYW on their website?

Yes    No

If yes, please list them.

## **4. SUCCESSES AND LEARNINGS**

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4.1 What factors contributed to the success of NYW activities in your state/territory? For example, Calendar of Events, website, advertising etc.

4.2 What factors may have limited NYW activities and events in your state/territory?

## **5. ANY OTHER INFORMATION OR FEEDBACK?**

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## Milestone Report

<Service name> <T317><U2065>

Service Number: < >

### Youth Development and Leadership

Reporting period: from  to

Provide details about the milestone tasks delivered during the period. Refer to the 'Description of Services' section in your service agreement for more details.

Output	Milestone task	Details (e.g. purpose & aims, outcomes, major achievements, frequency, etc)
<b>A07.2.02 Community/ community centre-based development &amp; support</b>	<b>Plan/schedule</b>  Submit a proposal and workplan	Work Plan to comprise: <ul style="list-style-type: none"> <li>• communication plan to ensure stakeholders are informed of key milestones for the upcoming Youth Parliament</li> <li>• risk management plan</li> <li>• continuous improvement plan</li> <li>• budget summary for the proposed Youth Parliament including participant fee contributions and in-kind support from the YMCA</li> </ul>
	<b>Report</b>  Provide a summary report for each respective year's program <b>prior to the Youth Forum and Launch</b>	Progress in relation to: <ul style="list-style-type: none"> <li>• significant achievements/tasks undertaken against deliverables and timeframes as specified in the workplan (i.e. communication strategy, risk management and continuous improvement strategies and the budget)</li> <li>• number of young people nominated for Youth Parliament (including data on ATSI / CALD / gender rural/regional/ metropolitan participation)</li> <li>• training and support planned / provided for Youth Members and the Executive</li> <li>• emerging issues/potential risks</li> </ul>
	<b>Report</b>  Provide a summary report	Progress in relation to: <ul style="list-style-type: none"> <li>• significant achievements/tasks undertaken against deliverables and timeframes as specified in the</li> </ul>

	<b>prior to the Residential</b>	<p>workplan (including number of anticipated participants for Residential, details of planned activities and event and bills developed )</p> <ul style="list-style-type: none"> <li>• demographic details in relation to selected Youth Members (including data on ATSI / CALD / gender rural/regional/ metropolitan participation)</li> <li>• training and support provided / planned for Youth Members and the Executive</li> <li>• emerging issues/potential risks</li> </ul>
	<b>Report</b> Provide a Final Report	<p>Final report to include:</p> <ul style="list-style-type: none"> <li>• number and retention rates of selected Youth Members (including data on ATSI / CALD / gender rural/regional/ metropolitan participation)</li> <li>• significant achievements and outcomes of the program</li> <li>• emerging issues/potential risks</li> <li>• demonstration of engagement and collaboration with stakeholders</li> <li>• summary of Youth Members and Executive member feedback</li> <li>• provision of three case studies</li> </ul>