

COMMUNITY SERVICES INVESTMENT SPECIFICATION

Version 1.0



Queensland
Government

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1. Introduction

In line with the strategic intent of the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department), Community Services provides a range of initiatives aimed at supporting individuals and communities across Queensland.

This support will go towards:

- creating thriving communities
- improving social and economic inclusion
- creating places for Queenslanders to build a sense of connection
- connecting geographically dispersed communities
- ensuring front-line services meet cultural needs and expectations.

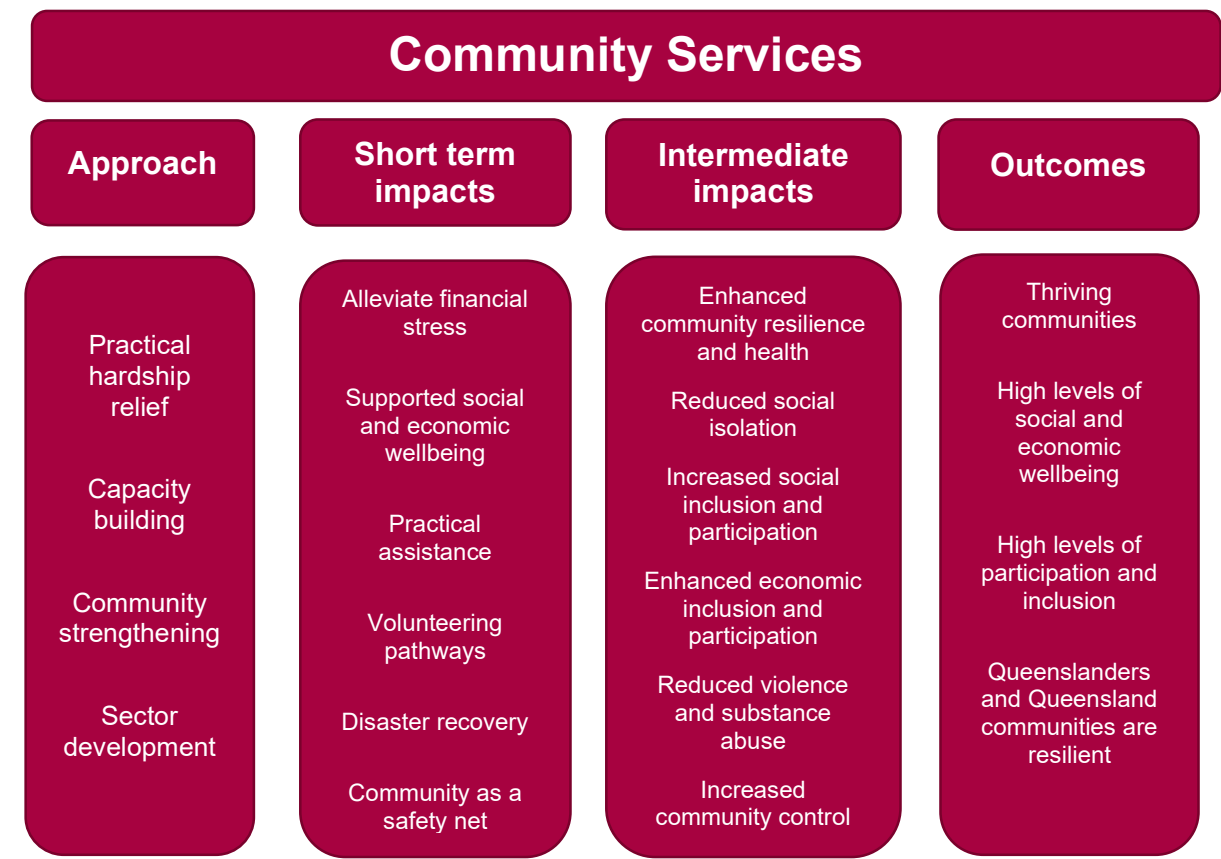
2. Purpose

The purpose of this Investment Specification is to describe the intent of funding, service types, and associated service delivery requirements for funded services.

The Investment Specification is a guide for service delivery where all service types contribute to outcomes. The Investment Specification allows for flexibility, responsiveness, and innovation in service delivery, enabling the right services to be delivered to the right people at the right time.

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 relevant procurement documentation (for new funding) and the Service Agreement, for organisations funded by the department.

3. Investment logic



4. Funding intent

The department primarily invests in initiatives that focus on practical hardship support, capacity building, and community strengthening that collectively assist to reduce vulnerability and disadvantage and enable all Queenslanders to actively participate in their local community.

The department provides funding to a wide range of organisations across the state, to deliver these supports to Queenslanders.

The department's investment approach is to ensure a clear articulation between investment, service activities, outputs, and outcomes. Support may occur across a range of activities and may contribute to one or more outcomes.

Service users may be assisted across a continuum of support that provides direct pathways for individuals into the service system, provides specialised supports to service users, and assists service users out of the system when support is no longer required.

Recognising the need for an agile and responsible community and human services sector, the department also invests in sector and industry representative bodies that support and strengthen organisations delivering community services funded by the Queensland Government.

As support for some groups of service users is also provided through other Queensland Government and Australian Government agencies, funding from the department is intended to complement rather than duplicate existing services and supports.

5. Service delivery overview

The tables below provide an overview of service users, service types and output measures. 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.

Service User Code	Service User
U1500	Adults
U1560	Adults (First Nations peoples)
U9600	Adults (Culturally and Linguistically Diverse)
U8600	Adults (homeless or at risk of homelessness)
U1060	Community members
U3340	Referrers and enquirers
U5230	Service providers including NGOs and local councils
U5235	Workforce including paid workers and volunteers

Service type code	Service type (Outputs)
T101	Community support
T102	Events
T103	Information and Referral
T105	Community Education
T314	Case Management
T316	Assertive Outreach
T318	Counselling

Service type code	Service type (Outputs)
T322	Rest and Recovery
T333	Financial and Material Assistance
T440	Capability building
T441	Dissemination of Information
T443	Research and Advice
T446	Systemic and group advocacy and representation to government and other decision makers
T447	Financial Counselling and Resilience
T501	Information, Assessment and Referral
T502	Direct Care and Supports
T503	Community Connection Supports
T520	Community Transport
T710	Community development, coordination, and support
T801	Maintenance and development of cultural and community links
T802	Social and personal development
T803	Volunteer resource development and/or placement
T901	Equipment, resources, and infrastructure
Toth	Other

Measure code	Service type (Outputs) unit of measure	Measure description
M101	Hours	Number of hours of the funded service type provided during the reporting period
M201	Service Users	Number of service users who received a service during the reporting period
M301	Report	Upload a report
M401	Places	Number of places provided during the reporting period
M501	One-way trips	Number of trips

6. Service delivery requirements for all services

6.1 General information for all services

Funded organisations must comply with the relevant statements under the heading of “Requirements” as specified within the Funding Schedules within the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the heading of “Considerations”.

6.1.1 Requirements for all services (excluding those funded for T440, T441, T443 and T446)

Funded organisations must:

- ensure the recruitment of appropriately qualified staff, and the provision of appropriate induction, training, and professional supervision of these staff
- ensure staff have access to information on a range of services to support the active referral of service users to appropriate holistic supports, where necessary
- ensure service delivery staff are competent in risk assessment and safety planning
- have processes in place to monitor and supervise volunteers and ensure volunteers commit to a code of conduct
- ensure staff are appropriately trained and culturally and professionally diverse (where possible) and have the appropriate skills to meet the diverse and sometimes complex needs of service users
- have a risk management approach in place to manage and support service users where their actions or behaviours create risk to staff, volunteers or others
- operate with low or no entry requirements for service users
- provide activities that are responsive to the identified needs of service users, and which are reviewed regularly to ensure that activities are relevant, viable and focussed on reducing vulnerability and disadvantage
- have processes in place to waive applicable service fees to enable access to support regardless of a service user’s ability to meet the service cost
- have processes in place to refer service users to an appropriate alternative service when the organisation is unable to provide services to a person, due to ineligibility or lack of capacity.

Cultural capability

Cultural capability refers to the skills, knowledge, behaviours, and systems that are required to plan, support, improve, and deliver services in a culturally respectful and appropriate manner.

Funded organisations must:

- ensure services are culturally inclusive of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) service users
- develop strategies to increase engagement with Aboriginal and Torres Strait Islander and CALD service users regarding services and needs
- develop strong links with Aboriginal and Torres Strait Islander, and CALD organisations and/or key community representatives
- where possible, recruit staff of Aboriginal and Torres Strait Islander background when providing services targeting engagement with Aboriginal and Torres Strait Islander peoples.

Service Accessibility

Service accessibility refers to a commitment and actions to ensure that people with a disability have the same opportunity to access services, facilities, and systems as all other Queenslanders. Accessibility extends to place, information, and inclusion in activities. Funded organisations are required to plan, support, improve and deliver service in a way that promotes engagement and participation of people with a disability.

Funded organisations must:

- ensure services are inclusive for service users with a disability
- develop strategies to increase engagement with people with a disability regarding services and needs
- where possible, recruit staff members who are people with a disability.

Worker screening

Funded organisations must ensure compliance with relevant legislation in relation to employment and service delivery.

Funded organisations may provide services to vulnerable people such as persons who are under 18 years of age or persons who have a disability. Funded organisations must ensure that appropriate processes are in place and relevant staff and volunteers are suitably qualified and screened.

6.1.2 Considerations for all services

Funded organisations should:

- have mechanisms in place to allow meaningful service user participation in service planning, design, and evaluation
- develop and regularly use strategies to determine effectiveness and appropriateness of the service delivery model
- demonstrate a high level of coordination with other services and agencies that may also provide immediate and ongoing support to individuals.

6.1.3 Service delivery mode options

Services can be provided through one or more methods. When determining the mode of delivery, consideration should be given to equitable access, cost-effectiveness, and reach.

Service delivery mode may be specified in the service agreement, where necessary.

- **Centre based** – services delivered from the premises of the service provider, providing a welcoming, friendly, safe, and supportive environment that is easily accessible and culturally sensitive
- **Mobile** – this includes going specifically to the premises of the service user to provide targeted one-on-one support and/or the delivery of workshops in locations across the state for the widest reach and participation
- **Virtual** – may include online (Zoom, Skype, etc.), disseminating and collecting information via email, and hosting resources online to facilitate access.

7. Service delivery requirements and definitions for specific service types

Where applicable, funded organisations must refer to the individual initiative specifications/guidelines for detailed information on service delivery requirements.

7.1 Community support (T101)

Services that enhance community capacity for individuals and groups.

7.1.1 Requirements

Nil.

7.2 Events (T102)

Activities aimed at a target group in relation to a particular community issue. The purpose of funded events may be to:

- respond to a community issue; or
- provide information about a community issue.

7.2.1 Requirements

Funded organisations must:

- develop and implement activities, events, and/or resources that aim to raise awareness of social issue/s
- develop and implement activities, events, or other projects that support cohesion and connectedness
- use methods of engagement appropriate and/or relevant for the target service user group
- encourage participation by those affected by the social issue.

7.3 Information and referral (T103)

Services that assist service users and community members to make informed decisions about, or be connected to, the services and support they need. These responses are an important aspect of both prevention and early intervention approaches. Assisted referrals are intended to actively link service users to appropriate services.

Information and referral is not intended to be an ongoing contact with a service user, but rather an entry point to other services they may require.

7.3.1 Requirements

Funded organisations must provide service users with information about the range of services available to them and actively support service users to ensure successful referral to these services.

7.4 Community education (T105)

Services that promote greater industry and public awareness about social issues through providing information. Activities may also include the provision of training, training resources, and professional development to organisations.

7.4.1 Requirements

Funded organisations must provide community education to a targeted group within the community to support awareness and understanding of social issues to that group.

7.5 Case management (T314)

Case management is a collaborative, client-centred process aimed at empowering whilst working with service users to effectively meet their individual needs, increasing their self-reliance and independence. Case management incorporates direct service for a service user, based on identification, assessment, and planning for their support needs, whilst coordinating service user access to a range of other appropriate services.

Case management can fall broadly into two categories:

1. working with the service user on specific goals that can be addressed by a single service provider; and
2. working with the service user on complex goals that require a coordinated response across more than one service provider.

7.5.1 Requirements

Nil.

7.6 Assertive outreach (T316)

Assertive outreach provides an immediate response to individuals who may be at risk of harm and hard to engage or who do not present to required support services on their own volition.

Assertive outreach often provides the first point of contact for service users to a service. In this sense, assertive outreach is purposefully intended as a service user centred service element that brings the service/s to the (potential) service user.

Assertive outreach functions as an important gateway to more individualised service elements and supports. Over time, where appropriate, workers build a relationship of trust with service users and encourage their engagement and participation in more formalised support activities (such as case management). As such, workers require good knowledge of referral pathways and relevant support services for service users. Assertive outreach services operate with high levels of collaboration with relevant services, such as Queensland Police Service and relevant human service providers, to ensure service users and their family and friends receive the supports they need.

Assertive outreach is active and persistent and, at times, where relevant, may require a commitment to work with service users over the medium- to long-term.

7.6.1 Requirements

Funded organisations must:

- ensure staff undertaking assertive outreach possess a current first aid certificate
- develop and implement safety procedures and practices, including staff having access to first aid resources and communication devices, and staff working in teams (not working alone).

7.7 Counselling (T318)

Counselling is a therapeutic process that provides a compassionate environment for individuals to express their feelings and be supported to understand and manage identified emotions, behaviours and intra and interpersonal relationships with more clarity and purpose.

Counselling may assist a person to cope with challenges and make positive changes in their life where necessary, including addressing practical issues. Counselling may also help them come to terms with a difficult situation and move forward with increased resilience. Ultimately, counselling aims to reduce a person's confusion, distress, and conflict in the immediate and long term.

A range of different counselling approaches and techniques can be utilised depending on the target group and nature and complexity of a person's identified needs.

The frequency of contact and duration of counselling work with service users will fluctuate in accordance with the complexity of issue/s and intensity of their support needs at any one time. For example, some service users may only require a single session of counselling and others may require support over a longer period.

7.7.1 Requirements

Funded organisations must not provide clinical counselling responses (e.g. provided by a psychologist or psychiatrist) to service users. Service users must be referred to appropriate clinical services if this type of support is required.

7.8 Rest and Recovery (T322)

Rest and recovery services provide a safe, monitored and culturally appropriate place for intoxicated people to sober up; a reduced risk of harm from being intoxicated in public places; an alternative to being held in police custody for public intoxication offences; and support to access services that would help the person to give up or reduce drinking.

Highly intoxicated people may be vulnerable to physical and mental health problems. The service will supervise rest and recovery from intoxication and frequently monitor service users during their stay for any changes in their mental or physical condition that could indicate the need for medical attention.

7.8.1 Requirements

Funded organisations must:

- ensure staff possess a current First Aid certificate
- develop and implement safety procedures and practices, including staff having access to first aid resources and communication devices, and staff working in teams (not alone).

7.9 Financial and material assistance (T333)

Services that assist with basic needs in times of financial hardship, through the provision of vouchers, prepaid cards/vouchers, chemist or transport vouchers, contribution to payment of third-party accounts, or direct material assistance such as food parcels.

7.9.1 Requirements

Funded organisations must:

- ensure methods of hardship payments available are flexible to meet individual needs and where possible, maintain spending with local businesses
- maintain relationships with financial resilience and counselling supports and where appropriate, refer service users to appropriate financial and social support services to enable long-term, sustainable responses
- not utilise funding for establishment, operating or salary costs unless specified in writing by the department
- not provide cash payments to recipients.

7.10 Capability building (T440)

Services that:

- enhance service system capacity to identify and better respond to the needs of service users
- support service users to increase their ability, capacity, effectiveness, and efficiency
- help service users to increase their knowledge and skills and to better understand, respond to, and implement reforms.

The following are examples of activities that are eligible for funding under this service type:

- events (workshops, conferences, or seminars, either online or face-to-face) and resources to upskill workers and volunteers or service users, carers, and families
- resource development and the delivery of training utilising these resources.

Funded projects may include 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.

7.10.1 Requirements

Funded organisations must:

- meet the diverse and specific needs of service users
- ensure, where a specific cohort is identified, events and/or resources are tailored to meet the specific needs of this group. For example:
 - capability building for workers in small to medium Aboriginal and Torres Strait Islander organisations 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
- ensure, where a specific cohort is not identified, events and/or resources are accessible and relevant to the diverse needs of service users
- specify whether training is to be accredited or non-accredited and which qualifications or skills sets are to be delivered.

7.10.2 Considerations

Funded organisations may be required to demonstrate:

- effective state-wide mechanisms for engaging with and representing the views of service users and communities
- wide membership which reflects the diversity of services, organisations, and views across service users
- the capability to work collaboratively and effectively with service users and government agencies
- the capability to provide high-quality evidence-based input to government and sector policy, and program and service development
- delivery of effective, efficient, and value-for-money services and ensure the best possible outcomes are achieved within the available funding.

7.11 Dissemination of information (T441)

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.

Where development of new resources is required, this would be a research or capability building service.

Activities may include distributing information and/or tools provided by the department or another body on policies, programs, services, strategies, activities, or decisions, via mail outs, on the funded organisation's website, or newsletters.

7.11.1 Requirements

Funded organisations must:

- demonstrate capability to effectively reach the full breadth of service users in the dissemination of information
- ensure information updates and tools are accessible and relevant to the diverse needs of service users
- 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
- ensure that, when undertaking information dissemination activities on behalf of the department, content is endorsed by the department and/or is consistent with messages provided by the department

7.11.2 Considerations

Services may be required to demonstrate:

- effective state-wide mechanisms for engaging with and representing the views of service users and communities
- wide membership which reflects the diversity of services, organisations, and views across service users
- the capability to work collaboratively and effectively with service users and government agencies
- the capability to provide high-quality evidence-based input to government and sector policy, and program and service development
- delivery of effective, efficient, and value-for-money services and ensure the best possible outcomes are achieved within the available funding.

7.12 Research and advice (T443)

Services that assist the department and the service system to identify changing client and community need and evidence-based, quality practices that can help inform the development of policies and programs to effectively respond to the needs of service users and their clients.

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.

7.12.1 Requirements

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

7.12.2 Considerations

Services may be required to demonstrate:

- effective state-wide mechanisms for engaging with and representing the views of service users and communities
- wide membership which reflects the diversity of services, organisations, and views across service users
- the capability to work collaboratively and effectively with service users and government agencies
- the capability to provide high-quality evidence-based input to government and sector policy, and program and service development
- delivery of effective, efficient, and value-for-money services and ensure the best possible outcomes are achieved within the available funding

7.13 Systemic and group advocacy (T446)

This service is not part of the standard purchasing arrangements and will only be purchased as a stand-alone item for a time-limited period. The department acknowledges that organisations may choose to deliver system, individual or group advocacy services on behalf of members, which are funded through membership fees or other sources, and encourages advocacy in the interests of their stakeholders.

Systemic and group advocacy aims to 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 or client groups.

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, representative groups, or customers have nominated. In this way it differs from 'research and advice' where the department will specify topics (see Section 7.13).

To guide the contracting of services under this service type, it should be noted that:

- With regards to system or group advocacy, the department may specify 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 or client concerns/needs to a broad range of stakeholders (e.g. campaign to encourage concessions for low-income earners).

7.13.1 Considerations – Systemic and group advocacy

Services may be required to demonstrate:

- effective state-wide mechanisms for engaging with and representing the views of service users and communities
- wide membership which reflects the diversity of services, organisations, and views across service users
- the capability to work collaboratively and effectively with service users and government agencies
- the capability to provide high-quality evidence-based input to government and sector policy, and program and service development
- delivery of effective, efficient, and value-for-money services and ensure the best possible outcomes are achieved within the available funding.

7.14 Financial counselling and resilience (T447)

This service type incorporates both financial counselling and financial resilience.

Financial counselling

Financial counselling assists vulnerable Queenslanders by enabling service users to access financial information, strategies, and options suitable to their needs. This focuses on early intervention by helping service users to avoid or manage financial crises. Financial counselling also assists service users who already have urgent and complex needs. Services provided will be offered free and confidentially.

Financial counselling services are specialist services to assist people faced with debt and other financial issues.

Financial counsellors do not perform the work of Financial Planners or Financial Advisors and do not provide therapeutic counselling.

7.14.1 Requirements

- Financial counsellors must hold a Diploma of Financial Counselling (or be actively studying for this qualification) and be eligible for membership of the **Financial Counsellors' Association of Queensland (FCAQ)**. This includes ensuring Financial Counselling staff have adequate supervision, training and professional development and networking opportunities.

Funded organisations must provide:

- information, advice, individual advocacy, and referral to assist service users with the management of their financial resources including household budgets
- face-to-face (including the use of virtual video technology) counselling and problem solving to support service users to take control of their finances and empower them to self-advocate
- complex case work concerning financial problems – including research and gathering information about referral pathways and advocating on behalf of the service user to creditors, utilities, debt collection companies and other support networks
- early intervention responses for service users before their situation reaches crisis point
- responses for service users who require urgent assistance and have complex needs

- referral pathways with a range of non-government and government stakeholders to respond to the needs of the service user group. This would include referrals to providers of low-cost financial products
- outreach where required, including via telephone or through virtual video technology, where appropriate.

Financial resilience

Individuals engaged to deliver financial resilience services are not required to hold a particular qualification, but it is expected that employed staff would hold, or be working towards, qualifications in human services or a related field and/or have experience in working with people in a human services context.

7.14.2 Requirements

Funded organisations must provide:

- information, advice, and referral to assist service users with the management of their financial resources including household budgets
- face-to-face (including the use of virtual video technology) conversations and problem solving to support service users to take control of their finances and empower them to self-advocate
- community education activities on financial literacy and related matters
- responses for service users who require urgent financial literacy and related matters
- activities/strategies to increase community awareness and promote the availability of financial counselling or assistance, for example, community information sessions on financial matters
- a high level of coordination with other services and relevant human services providers (e.g. health services, gambling help services, homelessness services, legal and court services) to ensure service users receive the spectrum of support they need. This would include referral to providers of low-cost financial products.

7.15 Information, Assessment and Referral (T501)

Information, Assessment and Referral provides a centralised approach to intake, assessment and referral, as well as the provision of information to enquirers.

7.15.1 Requirements

Nil.

7.16 Direct Care and Supports (T502)

Direct Care and Supports is the delivery of supports in the home, in the community or at agreed venues. They are delivered by support workers in accordance with a support plan and with the intention of increasing or maintaining a person's independence.

7.16.1 Requirements

Nil.

7.17 Community Connection Supports (T503)

Community Connection Supports are aimed at assisting a person to build capacity for independence through community participation and stronger informal and formal supports and networks.

7.17.1 Requirements

Nil.

7.18 Community Transport (T520)

Community Transport provides point-to-point (home to destination and destination to return home) transport services with a focus on enabling service users to access essential services and participate socially and economically in their community.

Community Transport provides 'transport with care', meaning that service provision incorporates understanding of an individual's needs and, if required, the service incorporates appropriate assistance to enable the service user to get in and out of their home, the vehicle, and the venue/services they are accessing. It does not include providing support for the service user during the activity to participate in the activity.

7.18.1 Requirements

Nil.

7.19 Community development, coordination, and support (T710)

Services that develop and/or coordinate groups and activities that focus on:

- enhancing both personal and community support; and
- the development of community capacity of people living within a defined geographical and/or cultural community.

7.19.1 Requirements

Funded organisations must:

- support communities to identify important concerns and issues impacting on the social wellbeing of their local community, and to plan and implement strategies to mitigate their concerns and solve their issues
- respond to the identified and emergent needs of the local community with a priority on vulnerable individuals and families within the community
- be flexible and culturally inclusive, providing a range of community activities
- provide universal access for the community with a focus on vulnerable individuals, families, and populations
- support access to more targeted services
- provide integrated and coordinated responses as part of the local service system
- provide a mixed balance of programs, services, and activities
- promote community engagement and connectedness.

7.19.2 Considerations

Funded activities may encourage the exchange of information and experiences to meet common needs, and/or provide social, therapeutic, and practical support.

7.20 Maintenance and development of cultural and community links (T801)

Services that assist clients to maintain and develop links with their culture and community. This includes:

- facilitating contact between clients and their family, friends, and community to reduce isolation and reconnect with culture and community; and
- providing groups and activities that focus on connection and re-connection and development of sense of belonging.

7.20.1 Requirements

Funded organisations must employ appropriately culturally qualified and experienced staff and wherever possible employ staff who identify with the relevant cultural or community group.

7.21 Social and personal development (T802)

Activities that promote personal and social development and sense of belonging in the community. These may be provided to individuals as individual support or structured classes or group activities on various aspects of personal development.

7.21.1 Requirements

Nil.

7.22 Volunteer resource development and/or placement (T803)

Providing volunteers with knowledge about the roles, functions, activities, and policies of non-government organisations, with training in discharging their duties and responsibilities as volunteers. This may include referrals to registered service providers.

7.22.1 Requirements

Funded organisations must:

- have the capacity to meet diverse and specific needs of service users
- take into consideration appropriate screening of volunteers, where vulnerable cohorts of service users are being supported
- tailor volunteer requirements where specific needs of the group or target cohort require specific skills.

7.23 Equipment, resources, and infrastructure (T901)

7.23.1 Requirements

Nil.

7.24 Other (Toth)

7.24.1 Requirements

Nil.

8. Reporting requirements

8.1 Data collection and evaluation

All funded organisations are required to meet all data collection requirements as set out in the service agreement.

Funded organisations may be requested by the department to participate in performance monitoring and evaluation processes.

8.2 Deliverables and performance measures

The service agreement will identify the relevant outputs and performance measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported.

