Public Intoxication and Diversion Services

Initiative Guideline, Specifications and Requirements

December 2023 v1.0

Contents

1. Introduction

Funding for the Public Intoxication and Diversion Services initiative is provided as part of the Queensland Government's ongoing commitment to responding to the recommendations of the *Royal Commission into Aboriginal Deaths in Custody* (1991). The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) administers the Public Intoxication and Diversion Services initiative.

The Public Intoxication and Diversion Services initiative contributes to the Queensland Government's *Communities 2032 vision: Queensland's communities support and empower every person to connect, participate, contribute, and thrive* by providing culturally safe and responsive assistance to First Nations peoples who are at risk of harm or of being taken into police custody for intoxication in public spaces; or are already in custody for related offences. Support may include assistance to people to sober up safely and access the necessary services and support they need to improve their safety, health, and wellbeing (and where appropriate, their families and friends).

The *Public Intoxication and Diversion Services Initiative Guidelines, Specifications and Requirements* (the Guideline) details the intent of the Public Intoxication and Diversion Services initiative, the funded activities and reporting requirements.

The Guideline is a reference tool for funded organisations that sets out the department's requirements on how funded organisations should implement the initiative. The Guideline ensures the initiative is implemented consistently across the sector.

The Guideline is intended to be read in conjunction with the *Service Agreement – Funding and Service Details* (the Service Agreement). The Service Agreement provides specific details that underpin the business relationship between the department and the funded organisation.

The Guideline is not an organisational level operational guideline and does not replace an organisation's own operational guidelines or procedures.

2. About the Public Intoxication and Diversion Services initiative

2.1 Investment

Funding for the Public Intoxication and Diversion Services initiative is **Community Services Funding** declared under the *Community Services Act 2007*.

2.2 Purpose

Public Intoxication and Diversion services provide assistance to First Nations peoples who are at risk of harm or of being taken into police custody as a result of intoxication in public spaces, or who are already in custody for intoxication related offences.

As a direct result of their high levels of alcohol use, clients of Public Intoxication and Diversion services often present with significantly high health risks which can lead to severe injury or death. In addition to acute health and support needs, these clients are often dealing with multiple and complex social issues such as:

- pervasive and ongoing impacts of European colonisation
- chronic homelessness
- entrenched unemployment
- intergenerational trauma
- significant family and relationship dysfunction.

The five service types comprising public intoxication and diversion services are:

Cell Visitor Services	Provide support services to First Nations peoples in police custody to reduce the incidence of suicide, self-harm and health impacts related to intoxication. The services provided include practical and emotional support to Service Users who are in police custody for intoxication-related offences and monitoring their safety and well-being while in custody.
Diversion Centres	Provide a safe, supported and monitored environment for First Nations peoples who may be at risk of being held in police custody due to being intoxicated in public spaces and/or related offences. Diversion Centres operate 24 hours per day seven days per week, the services provided include assisting Service Users to sober up, monitoring their health and wellbeing and, providing food, water, showering and laundry facilities and sleeping areas.
Community Patrol	Provide outreach support, transport and referral services to First Nations peoples who may be homeless or intoxicated in public spaces and at risk of being held in police custody for related offences. Community Patrol services actively engage with Service Users to transport them to a safer place such as a diversionary centre, the person's home, or emergency accommodation.
Managing Public Intoxication Program (MPIP)	Reduces the recurrence of incarceration of First Nations peoples for public intoxication and related offences and seeks to change harmful drinking behaviour. The services provided include coordinated and multidisciplinary case management and assertive outreach support to First Nations peoples to reduce harmful consumption of alcohol and the effects of intoxication including the recurrence of incarceration. Support is active and persistent and may require the service to support service users over the medium-to-long term.
Reducing Demand	Provide culturally appropriate activities and promote healthier lifestyle choices, in order to assist First Nations peoples who want to change drinking behaviour. The services support people to change their behaviour, reduce harmful consumption of alcohol and assist to build skills to manage and maintain a healthier lifestyle.

Each service has a distinct yet intersecting role in ensuring that Service Users have access to culturally appropriate, safe, and effective information, care, and treatment if they are intoxicated in public spaces.

More information on Service Types listed in the *Community Services Investment Specification v1.0* and specified in Service Agreements is provided at section 3.

Public Intoxication and Diversion services are located in eight areas across Queensland:

1. Brisbane
2. Caboolture - Sunshine Coast
3. Rockhampton
4. Mackay
5. Mount Isa
6. Townsville
7. Palm Island
8. Cairns

The service types provided in each location are based on a range of needs and demand considerations within the investment available.

2.3 Funding Outcomes

Funded services are person-centred and outcome focussed. Service Users benefit from a range of short-term to long-term outcomes.

Examples of short-term outcomes for individuals include but are not limited to:

- Service Users, while in custody, are supported, their wellbeing checked, and connection made with family where required.
- Service Users immediate safety needs are met, and further harm minimised.
- Service Users accessing and engaging with services and cultural and community groups that support them.

Examples of long-term outcomes for individuals include but are not limited to:

- Service Users have reduced or ceased harmful drinking behaviours.
- Service Users have not been incarcerated.
- Service Users wellbeing has improved.
- Service Users are connected to culture and country.

2.4 Key Practice Principles and Actions

There are four key guiding principles that underpin the Public Intoxication and Diversion Services initiative:

1. Support the safety and wellbeing of Service Users
2. Strengthen positive cultural connections for Service Users
3. Work in a collaborative way to support positive outcomes for Service Users
4. Ensure Service User confidentiality.

2.5 Investment Logic

The Public Intoxication and Diversion Services initiative investment logic shows the core activities funded under the initiative and the intended impacts and outcomes for communities.

OUTPUTS	IMPACTS Short term	IMPACTS Intermediate	OUTCOMES Long term
• Cell Visitor services • Community Patrol services • Diversion Centres • Managing Public Intoxication • Reducing Demand	Immediate health and safety Diversion from incarceration Entry point for longer term services Access to positive culturally-based intervention	Reduction of harmful use of alcohol Reduction of individual recidivism Engagement with health and housing services Increased social inclusion and participation Increased individual capability and resilience	Reduction in incarceration of Aboriginal and Torres Strait Islander people for public intoxication (minor/ public nuisance) offences Increased health and wellbeing of Aboriginal and Torres Strait Islander people Increased Community Control and local response

2.6 Service Requirements

2.6.1 Cultural focus and accessibility

Funded organisations must have a positive cultural focus and be culturally accessible. A cultural focus includes a service approach that:

- enhances cultural connection and belonging
- is informed by an understanding of intergenerational and historical trauma
- is sensitive and responsive to gender and cultural need
- recognises and actively draws on the strengths of First Nations peoples and culture.

Staff must have a high-level cultural capability for working with people from Aboriginal and Torres Strait Islander backgrounds and have training for working with people from diverse backgrounds. Providers are strongly encouraged to employ staff from Aboriginal and Torres Strait Islander backgrounds at all opportunities where possible.

2.6.2 Risk management

Support and risk management strategies must be in place to ensure the safety of staff, volunteers, and Service Users. Strategies should include staff and volunteers:

- working in pairs where there are potential safety risks
- being appropriately trained to identify situations where there is violence or serious risk to health and to take appropriate action to refer to police and ambulance services.

Public Intoxication and Diversion services provide support to adults however, outreach services may come in contact with young people under 18 years of age. Whist people under 18 years are out of scope for Public Intoxication and Diversion services, providers must undertake appropriate care when in contact. Organisations must put in place risk management strategies for engaging with young people that includes appropriate referral pathways.

2.6.3 Worker screening

As Public Intoxication and Diversion may come in contact with persons who are under 18 years of age and need to provide appropriate care and referral, each funded organisation must ensure that appropriate processes are in place and staff are suitably qualified and screened.

2.6.4 First aid qualifications

Paid staff and volunteers engaged in direct service delivery are required to have current first aid qualifications.

2.6.5 Stakeholder relationships

Public Intoxication and Diversion services must build working relationships with key organisations in order to facilitate referrals and engagement for Service Users. Key organisations include providers of housing, health, social and community services, cultural groups and services, and local Queensland Police Service and Queensland Ambulance Services.

3. Initiative funding service delivery requirements

The requirements of services funded under the Public Intoxication and Diversion Services initiative are set out in the funded organisation's Service Agreement and are described in more detail in this Guideline.

Each service model component operates with a different approach and function to provide services to meet the needs of Service Users. Whilst the service model components are different, they are intended to work together in each location. The descriptions of each service delivery model are set out below with the corresponding Service Codes.

The department's funding system uses Service Codes. Service Code descriptions and requirements are set out in the department's *Community Services Investment Specification v1.0*.

The Service User code and Service Type codes for each service outlet are set out in your organisation's Service Agreement.

3.1 Cell Visitor

3.1.1 Description

Cell Visitor provides support services to Aboriginal and Torres Strait Islander people in police custody to reduce the incidence of suicide, self-harm, and health impacts related to intoxication. The services provided include practical and emotional support to prevent feelings of isolation and to monitor the safety and wellbeing of people being detained in watch houses.

Cell Visitor delivers an Assertive Outreach service type by visiting watch houses to actively identify and offer immediate assistance, services may also be called to attend watch houses by local police service or the person's family or friends. Cell Visitor can also work with the person's family and friends to convey messages between the person and their family and to provide emotional support to the family where needed.

Services must develop good working relationships with local police services and have strong knowledge of referral pathways to assist the person to connect with other services.

3.1.2 Service Code

Service User code	Service Type code
Adults (First Nations peoples) (U1560)	Assertive Outreach (T316)

3.2 Diversion Centre

3.2.1 Description

Diversion Centres provide a safe and monitored environment for Aboriginal and Torres Strait Islander people aged 18 years and over who may be at risk of being held in police custody due to being intoxicated in public spaces and/or related offences. Diversion Centres operate 24 hours per day seven days per week. The services provided are culturally safe and assist service users to sober up in the short term, by monitoring their health and wellbeing and, providing food, water, showering and laundry facilities and sleeping areas.

Diversion Centres deliver a Rest and Recovery service type by providing support in a supervised facility that is culturally safe and welcoming with appropriately trained staff to identify and act on an individual person's need for further medical attention.

Services must develop good working relationships with local police and ambulance services and have strong knowledge of referral pathways to assist the person to connect with other services.

3.2.2 Service Code

Service User code	Service Type code
Adults (First Nations peoples) (U1560)	Rest and Recovery (T322)

3.3 Community Patrol

3.3.1 Description

Community Patrol provides outreach support, transport and referral services to Aboriginal and Torres Strait Islander people who are in public spaces, who may be intoxicated and are at risk of being taken into police custody. Community Patrol services actively engage with service users to transport them to a safer place such as a diversion centre, the person's home, emergency accommodation or another identified place of safety.

Community Patrol delivers an Assertive Outreach service type by actively identifying and building relationships with individuals. Community Patrol seeks to make connection with people who may be hard to engage by bringing the service to them and building trust with individuals.

Services must develop good working relationships with local police and ambulance services and have strong knowledge of referral pathways to assist the person to connect with other services.

3.3.2 Service Code

Service User code	Service Type code
Adults (First Nations peoples) (U1560)	Assertive Outreach (T316)

3.4 MPIP

3.4.1 Description

MPIP services provide personal support to Aboriginal and Torres Strait Islander people to improve their wellbeing and to achieve personal goals through support and connection to appropriate services. Services provide assistance to people to achieve a range of short and/or long-term goals, for example services may support a person to obtain identification as a short-term goal, or to gain permanent housing as a long-term goal. MPIP services aim to improve an individual's wellbeing, support changing harmful drinking behaviours and to reduce the recurrence of incarceration as a result of public intoxication and related offences.

MPIP services delivers either a Case Management or Assertive Outreach service type depending on the funded location and Service Agreement arrangements. Service delivery mode can include a mobile or centre-based approach engaging individuals in locations effective and comfortable for them. Services provide support to individuals through active referral to engage and maintain connection with services that they require and to achieve personal goals. Service Users access MPIP services via referral or via the outreach activities of the service provider.

Services must develop good working relationships with local services and have strong knowledge of referral pathways to assist the person to connect with other services.

3.4.2 Service Codes

Service User code	Service Type code
Adults (First Nations peoples) (U1560)	Case Management (T314) **or** Assertive Outreach (T316) (Applicable service type code for your service outlet is set out in your Service Agreement)

3.5 Reducing Demand

3.5.1 Description

Reducing Demand provides activities and groups for Aboriginal and Torres Strait Islander people to support connection or reconnection to community and culture and support the building of skills and capacity to change harmful behaviours such as alcohol misuse. Reducing Demand services provide support to individuals who wish to make healthier lifestyle choices and to build skills to maintain a healthier lifestyle.

Reducing Demand delivers a Maintenance and Development of Cultural and Community Links service type by providing groups and activities that have cultural focus and are delivered by cultural and community services, mentors and/or advisors. The groups and activities connect people with positive experiences and relationships that support reducing harmful drinking behaviours.

Services must develop good working relationships with local services and have strong knowledge of referral pathways to assist the person to connect with other services.

3.5.2 Service Code

Service User code	Service Type code
Adults (First Nations peoples) (U1560)	Maintenance and Development of Cultural and Community Links (T801)

3.6 Geographic catchment areas

Statistical Areas (SAs) are spatial units defined under the Australian Statistical Geography Standard. Their purpose is to represent a community that interacts together socially and economically.

Public intoxication and diversion services are funded to operate within these geographic catchment areas and surrounding locations. The SAs are listed in the Service Agreement.

3.7 Human Services Quality Framework

The Human Services Quality Framework (HSQF) is the quality assurance framework for assessing and promoting improvement in the quality of human service. HSQF applies to Public Intoxication and Diversion services through their Service Agreement with the department. It is the Public Intoxication and Diversion services responsibility to undertake the requirements of HSQF.

3.8 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.

Public Intoxication and Diversion services are developed to assist First Nations peoples, so all service provision must be tailored to maximise outcomes for Aboriginal and Torres Strait Islander Service Users.

Funded organisations must:

- ensure services are culturally inclusive of Aboriginal and Torres Strait Islander Service Users
- develop strategies to increase engagement with Aboriginal and Torres Strait Islander Service Users regarding services and needs
- develop strong links with Aboriginal and Torres Strait Islander organisations and/or key community representatives

- where possible, recruit staff with Aboriginal and Torres Strait Islander cultural background.

3.8.1 Interpreter services

Translating and Interpreting Service (TIS) National is the provider of interpreter services. The department has a Standing Offer Arrangement with TIS, and non-government service providers funded by the department are eligible to access TIS services paid for by the Queensland Government.

For further information regarding this process, please contact your departmental contract officer and refer to TIS website at: Translating and Interpreting Service (TIS National) or Queensland Government website Find a translator or interpreter | For government | Queensland Government

3.9 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 services 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 have a lived experience of disability.

3.10 Staff support

Funded organisations must provide appropriate support and have relevant procedures for managing staff.

Funded organisations must:

- ensure the recruitment of appropriately qualified staff, and the provision of appropriate induction, training, and professional supervision of these staff
- ensure service delivery staff are competent in risk assessment and safety planning
- 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 or others.

3.11 Business continuity planning

Funded organisations must develop and maintain Business Continuity Plans to ensure that they are prepared for emergency situations in which business functions may be disrupted. The department may request to see a copy of an organisations Business Continuity Plan, if required.

The Queensland Government provides a template to assist with developing a plan Business continuity planning template - Dataset - Publications | Queensland Government and Community Services Industry Alliance (CSIA) also provides helpful tools and templates Business Continuity Planning Template and Scenario Planning - CSIA (csialtd.com.au)

4. Reporting

This Guideline does not provide P2i user guide instructions or guidance for financial reporting, please refer to the P2i User Guides available online or contact your Contract and Service Development Officer for assistance with financial reporting or P2i.

4.1 The purpose of data collection

Governments are accountable for the way in which public funds are spent, which includes financial accountability and accountability for the effectiveness and appropriate targeting of investment. The department requires reporting from service providers in order to collect reliable data for contract level and program level management and development. The data collected will not be used for individual Service User "tracking" or monitoring.

The data collected will be used by the department for:

- **Understanding effectiveness and outcomes** – Data collected will provide an understanding of the people who use the services, what services have assisted them and what were the outcomes for people having received assistance.
- **Identifying trends and issues that affect service delivery** – Data collected will provide understanding of Service User demographics such as age, gender, cultural background, and location. Service delivery data assists to understand demand and intensity of support provided and the connection to broader service system.
- **Guiding improvements or changes for funding and service delivery**– Data collected will provide information for determining improvements to keep up with emerging issues and contemporary policy and practice.

4.2 Service User information and consent

Organisations collect Service User data for a range of reasons including, for the organisation's own purposes, for client records and determining the most appropriate services to deliver, for determining appropriate referrals, for service quality assessment and continuous improvement and for government funding body requirements.

Service Users must give consent for information to be collected and understand the purposes it will be used for. Prior to collecting, using, and sharing a Service User's personal information to make referrals on their behalf, organisations must first assess the capacity of their clients to give consent. A person should be regarded as not capable of providing consent if they have reduced cognitive and emotional capacity, any intellectual or psychological impairment, or other decision-making impairment. Informed consent will not be possible if the client is intoxicated by alcohol or other drugs, and therefore, referrals should not be made at this time. For clients with acquired brain injuries, consent may need to be sought from a guardian.

When Service Users consent to data about them being sent to the department it is important to inform them that:

- the information sent to the department is de-identified and does not include full name or address or any personal contact details
- options for providing information can be de-identified further by using estimated date of birth and numbers to replace 'letters of name' (for further explanation how to do this please refer to the appendix of this document data items 'Letters of Name' and 'Date of Birth')
- the department uses the de-identified information for the sole purpose of understanding service delivery and program analysis, for which, the data is aggregated and used in a statistical form and is not used as a client "tracking" system
- the information will not be accessible external to the department
- the information will not affect any other services or supports that the Service User is accessing.

4.3 Reporting requirements

Reporting requirements are set out in the funded organisation's Service Agreement. The information provided in this section provides more detail to explain these requirements and should be read alongside the requirements specified in the Service Agreement.

Performance reporting is submitted quarterly via P2i in accordance with your Service Agreement. The information below summarises the reporting items for each service model.

4.3.1 Cell Visitor

Measure Code	Measure Description	Details and counting
DOC1.2.09HV	Number of hours of the funded service type provided during the reporting period. This measure has a **minimum target quantity** stated in your Service Agreement.	Count the total number of hours of providing a service **to or on behalf of** Service Users recorded in the *Service Report - Outreach Report (Excel template)*. Record the total number of hours for the reporting period into P2i.
IS70	Upload a report *Service Report* (Excel template) 1 – Service User Report 2 – Emerging issues and optional practice example	An explanation of the *Service Report* is provided at section *4.4 Service Report (IS70)*. A reporting guide is provided in the Appendix of this document. This report is uploaded to P2i.
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period	Enter free text into P2i.

4.3.2 Diversion Centre

Measure Code	Measure Description	Details
A01.3.04P	Number of Places provided during the reporting period. This measure has a **minimum target quantity** stated in your Service Agreement.	Count and record the total number of places for the reporting period into P2i.
IS70	Upload a report *Service Report* (Excel template) 1 – Service User Report 2 – Emerging issues and optional practice example	An explanation of the *Service Report* is provided at section *4.3 Service Report (IS70)*. A reporting guide is provided in the Appendix of this document. This report is uploaded to P2i.
GM16	What significant achievements or factors	Enter free text into P2i.

	have impacted on the quality of service delivery during the reporting period	

4.3.3 Community Patrol

Measure Code	Measure Description	Details
DOC1.2.09HP	Number of hours of the funded service type provided during the reporting period. This measure has a **minimum target quantity** stated in your Service Agreement.	Count the total number of hours of providing a service **to or on behalf of** Service Users recorded in the *Service Report - Outreach Report (Excel template)*. Record the total number of hours for the reporting period into P2i.
IS70	Upload a report *Service Report* (Excel template) 1 – Service User Report 2 – Emerging issues and optional practice example	An explanation of the *Service Report* is provided at section *4.4 Service Report (IS70)*. A reporting guide is provided in the Appendix of this document. This report is uploaded to P2i.
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period	Enter free text into P2i.

4.3.4 MPIP

Measure Code	Measure Description	Details
A01.2.02HH – Case Management or DOC1.2.09HM – Assertive Outreach	Number of hours of the funded service type provided during the reporting period. This measure has a **minimum target quantity** stated in your Service Agreement.	Count the total number of hours of providing a service **to or on behalf of** Service Users recorded in the *Service Report - Outreach Report (Excel template)*. Record the total number of hours for the reporting period into P2i.
IS70	Upload a report *Service Report* (Excel template)	An explanation of the *Service Report* is provided at section *4.4 Service Report (IS70)*. A reporting

	1 – Service User Report 2 – Outreach Report 3 – Emerging issues and practice example	guide is provided in the Appendix of this document. This report is uploaded to P2i.
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period	Enter free text into P2i.

4.3.5 Reducing Demand

Measure Code	Measure Description	Details
DOC1.2.09HC	Number of hours of the funded service type provided during the reporting period. This measure has a **minimum target quantity** stated in your Service Agreement.	Count the total number of hours of providing a service **to or on behalf of** Service Users recorded in the *Service Report - Outreach Report (Excel template)*. Record the total number of hours for the reporting period into P2i.
IS70	Upload a report *Service Report* (Excel template) 1 – Service User Report 2 – Group Work Report 3 – Emerging issues and optional practice example	An explanation of the *Service Report* is provided at section *4.4 Service Report (IS70)*. A reporting guide is provided in the Appendix of this document. This report is uploaded to P2i
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period	Enter free text into P2i

4.4 Service Report (IS70)

The Service Report is the key source of data for service delivery information. There is a separate and unique reporting template for each of the five service types. If a service is funded for more than one service type, they are required to submit a Service Report for each service type on that service type's template.

Format and submission
The template for the Service Report is an Excel format with the sections set out on tabs of the Excel template. Instructions are also included on the template. The template will be provided to you with your Service Agreement.

The Service Report is submitted with quarterly reporting and is to be uploaded to P2i.

Further information describing each of the sections is below.

4.4.1 Service User Report

The Service User Report contains a set of data elements about Service Users and the supports provided to them during the reporting period. All Service User's data reporting is provided in a de-identified format to protect the privacy of the Service User. All service types are required to complete the Service User Report.

The data requested in the Service User Report covers three main categories:
1. Service User demographic data:
    a. Data items include age, gender, cultural background, and homelessness indicator
    b. Data items are the same for all services

2. Service delivery data:
    a. Data includes information about services delivered such as occasions of support, hours of support, service entry pathway
    b. Data items are different for each service model component to reflect the different types of service delivery
3. Results and outcomes data:
    a. Data items include what types of services the Service Users have been referred to or connected with and outcomes relating to improved safety and access to services
    b. Data items are different depending on the service model component.

Descriptions of the data elements in the Service User Report and how to record the data is set out in this document at **Appendix 1 – Service Report data guide.**

4.4.2 Outreach report

The Outreach Report is to be used by MPIP services. The purpose of this report is to understand the component of service delivery that is outreach and cannot be attributed to a particular individual and recorded on the Service User Report.

Descriptions of the data elements in the Outreach Report and how to record the data is set out in this document at **Appendix 1– Service Report data guide.**

4.4.3 Group work report

The Group work report is to be used by Reducing Demand services. The purpose of this report is to understand the group work and activities conducted by the service for Service Users to participate in and connect with each other. For example, group information can be recorded when the service conducts a group such as Men's Groups, Yarning Circles and Art Therapy or runs an activity such as an information session on Women's health.

Descriptions of the data elements in the Group Work Report and how to record the data is set out in this document at **Appendix 1 – Service Report data guide.**

4.4.4 Emerging Issues and practice example

Emerging issues and the practice example section is an optional report for Cell Visitor, Community Patrol, Diversion Centres and Reducing Demand. MPIP services are required to complete a practice example or case study.

This section provides a space for the organisation to include service delivery information they deem helpful for understanding emerging issues or qualitative elements of service practice. For example, information that could be noted in this section includes:

- a service provider identifying that there are limited services in their location to refer Service Users for detoxification and withdrawal services and there is a need for more service options in their location
- a good news story about a Service User re-connecting with their family or community.

Whilst this report is optional for Cell Visitor, Community Patrol, Diversion Centres and Reducing Demand services, it is desirable for the purpose of gathering qualitative information regarding the

impacts and outcomes for Service Users and will greatly assist the future development of funded services.

This part of the Service Report is free text for the organisation to complete as relevant to them, no further instructions are provided.

4.5 Counting Rules

Measure Code	Measure Description	Details	Counting Rule	Example
M101 - DOC1.2.09HV; DOC1.2.09HP; A01.2.02HH; DOC1.2.09HM; DOC1.2.09HC	Number of hours of the funded service type provided during the reporting period	The total number of hours of providing a service to or on behalf of Service Users	Count time spent working directly with and/or on behalf of clients in relation to the output. Time that should **not** be counted in hours of service include activities that cannot be attributed to Service Users such as: • Team meetings • Travel • Attending staff training • Network meetings • Supervision, and • Compiling data for reporting to the department.	One worker spends one hour with a Service User and a further 30 minutes writing up the client case notes and making a referral. Count as 1 hour 30 minutes. On a four-hour shift, two workers are working separately with Service Users providing Assertive Outreach. Count as eight hours. One worker spends 15 minutes traveling to an off-site community health service to meet with a Service User on their way to an interagency meeting. The worker spends 30 minutes with the Service User and another 30 minutes discussing the Service User's case plan with the Service User's health worker at the health service. The worker then attends a one-hour interagency meeting before traveling 15 minutes back to the office. Count as one hour (travel and network meetings not able to be counted)
M401 - A01.3.04P	Number of Places provided	The total number of places provided over	Count the number of places provided	A Diversion Centre has 30 places per night

| | during the reporting period | the reporting period into P2i. | during the reporting period.

Each bed is referred to as a 'place.'

A 'place' is defined as the number of occupied or potentially occupied beds for service users who can be provided with a service. Count one every time a bed is used during the reporting period.

Note: one place may be used more than one time per night. When this occurs, count each time the place is used by a separate service user in the one night.

However, output targets assume one place is used by one service user each night. | available 365 nights per year.

Therefore, the Diversion Centre has 10,950 (30 x 365) places available per year and 2,737 places per quarter. For the counting period (one quarter) there were 91 nights and occupancy was:

- 91 nights the service was full. Count as 2,730 (30 places x 91 nights)

- 8 nights the service had two beds vacant. Count as 224 (28 places x 8 nights)

- 2 nights the service had three places unavailable due to a critical incident. Count as 54 (27 places x 2 nights)

Total places for the quarter = 3,008 (2,730 + 224 + 54) |
| IS70 | Upload a report
Service Report | | Counting rules and examples for this measure are provided in the 'Report Instructions' sheet on the *Service Report* template provided as an attachment to the Service Agreement. | |

4.6 Other data collection requirements

Other data collection may be required by the department during the term of your Service Agreement.

The department may request data, from time to time, to demonstrate the impact of public intoxication and diversion services within Queensland communities.

4.7 Continuous improvements and performance measure development

During the term of your Service Agreement reporting requirements will be reviewed and may be changed to reflect findings from analysis of data captured and program reviews of the initiative. Any development and improvement of performance reporting for public intoxication and diversion services will be undertaken with public intoxication and diversion services as part of the department's commitment to continuous improvement.

4.8 Format and submission

The template for the **Service Report** required for each service type is provided with your Service Agreement. The **Service Report** must be submitted on the correct template.

The output reporting and **Service Report** are to be submitted via the departments online reporting system on a quarterly basis as set out in your Service Agreement and are part of the Performance Based Acquittal.

Quarterly reporting periods and reporting due dates are set out in the table below:

Quarter	Period	Due Date
Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

4.9 Financial reporting

Funding organisations are required to provide financial reports to the department. Details of the financial reporting requirements are set out in the Service Agreement and are not covered in this guideline.

5. Supporting documents

- Human Services Quality Framework
- Service Agreement - Standard Terms
- Your organisation's Service Agreement with the department – Funding and Service Details and associated Funding Schedules
- The department's *Community Services Investment Specification V1.0*

6. Contact

Please contact your departmental Contract and Service Development Officer if you have questions about your Service Agreement or this document.

Appendix 1 – Service Report data guide

This document is a data guide setting out how and what to record in the fields of the Service Report template.

Funded organisations are responsible for ensuring they have systems and processes in place to enable the accurate reporting of data elements requested in the *Service Report*.

This document's sections are:
1. Service User Report
    1.1. Service User demographic data
    1.2. Service delivery data
    1.3. Results and outcomes data
2. Outreach Report - MPIP
3. Group Work Report - Reducing Demand

1. Service User Report

The Service User Report contains a set of data elements about Service Users and the supports provided to them during the reporting period. All Service User's data reporting is provided in a de-identified format to protect the privacy of the Service User.

1.1 Service User demographic data

Service User demographic data is used to understand more about the Service Users who access the services and identify trends for groups of people, for example the number of Service Users who are men or women, young people, or older people or if they are homeless.

Service Outlet Number

Definition:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement - Funding Schedule.

Reporting this element:

The *Service Outlet Number* should be reported as the number and format that appears in your organisation's Service Agreement - Funding Schedule.

Reporting period

Definition:

Reporting Period identifies the year and quarter that the data relates to.

Reporting this element:

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e., Year/X.

For example, the reporting periods for the year 2023-24 should be recorded as:

July - Sept 2023-24/Q1

Oct - Dec 2023-24/Q2

Jan - Mar 2023-24/Q3

Apr - Jun 2023-24/Q4

Letters of Name –Last name/surname, Given name

Definition:

Letters of Name is a selected set of letters from a Service User's *First Given Name* and *Surname* required to form the Statistical Linkage Key (SLK). SLK is designed to avoid double counting of an individual and to ensure a unique client count while preserving the Service Users privacy and not identifying the individual.

First given name is the Service User's *Given Name* that precedes their last name or *Surname*.

Reporting this element:

Report this element for all Service Users.

The provision of these selected letters is necessary for the linkage of person records for statistical purposes only. As such it is important that service outlets have consistent processes for recording names.

If the Service User has legal or formal identification documents, such as Medicare card, Drivers Licence or Birth Certificate, it would be helpful to use the *First Given Name* and *Last name/Surname* that appears on these to create the SLK.

First Given Name and *Last name/Surname* is not the person's preferred name or nickname.

Letters of Name can be generated by some software products that may be used by the service outlet, however if manual records are kept use the following procedure:

1. combine the 2nd, 3rd, and 5th letters of the person's *Last name/Surname* with the 2nd and 3rd letters of the person's *First Given Name*. Non-alphabetic characters such as hyphens (as in Lee-Archer), apostrophes (as in O'Mara), or blank spaces (as in Eu Jin) should be ignored when counting the position of each character.

2. if a person's *Last name/Surname* is less than 5 letters and/or the *First Given Name* is less than 3 letters, a number '2' should be used to substitute any missing characters in the *Letters of Name*

3. if a person's *Last name/Surname* and/or the *First Given Name* is missing altogether substitute 2s for the three spaces associated with the *Last name/Surname* and/or the two spaces associated with the *First Given Name*.

For example:

- if the person's *Last name/Surname* is J**OL**I**E** and *First Given Name* is A**NG**IE then the *Letters of Name* should be reported as **OLENG**

	First letter	Second	Third	Fourth	Fifth
Last name/Surname J**OLIE**		O	L		E
First Given Name is A**NG**IE		N	G		

- if the person's *Last name/Surname* is O'**BR**IE**N** and *First Given Name* is L**I** then the *Letters of Name* should be reported as **BREI2**

- if the person's *Last name/Surname* is H**UA** and *First Given Name* is J**O** then the *Letters of Name* should be reported as **UA2O2**

- if the person's *Last name/Surname* is S**MI**T**H** and *First Given Name* is unknown then the *Letters of Name* should be reported as **MIH22**

- if the person's *Last name/Surname* is unknown and *First Given Name* is A**MA**NDA then the *Letters of Name* should be reported as **222MA**

Date of Birth

Definition:

A Service User's date of birth forms part of the SLK and is the date on which the Service User was born. It is also required for demographic analysis of age group patterns of Service Users.

Reporting this element:

Report this element for all Service Users.

The *Date of Birth* is the recorded date on which the Service User is born. It is important to record the *Date of Birth* as accurately as possible.

Dates should be reported as an eight-digit number in the following format: **DD/MM/YYYY**, e.g., **3rd July 1979** is reported as **03/07/1979**. Year should always be recorded in its full four-digit format. For days and months with a numeric value of less than 10, service outlets should use zeros to ensure that the date contains the required eight-digits.

Where the Service User does not know their date of birth or does not disclose it, the date of birth should be estimated using the following suggestions:

- if the age of the Service User is known, the age of the Service User should be used to derive the Service User's year of birth

- if the Service User's age is not known, an estimate of the Service User's age should be used to calculate an estimated year of birth.

Once the Service User's year of birth has been estimated, the day and month are set as 1st January. Therefore, the estimated date of birth is set as; **1st January estimated year of birth** (e.g., if the year of birth is estimated as 1975, the date of birth is reported as **01/01/1975**).

For an estimated date of birth please enter 1st January with the estimated year based on persons age. The estimated year can be calculated by subtracting the persons age (or approximate age) from the current year. For example, if the person is 40 years old, subtract 40 from the current year (e.g.: 2022 less 40 years = 1982), this can be recorded as an estimated date birth "01/01/1982".

It is important that service outlets do not record estimated dates of birth by using '00' for the day, month, or year as this would not be considered a valid date.

If *Date of Birth* is estimated, then in the following data item "*Date of Birth Estimate Flag"* should be recorded as 'Estimated'.

Date of Birth Estimate Flag

Definition:

The *Date of Birth Estimate Flag* records whether or not a Service User's date of birth has been estimated.

Reporting this element:

Report this element for all Service Users.

If the Service User's date of birth has been estimated, due to it being partially known or unknown, the *Date of Birth Estimate Flag* should be recorded as 'Estimated'.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Estimated
2	Not estimated

Gender

Definition:

A Service Users gender forms part of the SLK and is recorded based upon how the client self-identifies. Please note that gender is different to sexuality and sexual orientation which is not reported.

Reporting this element:

Report this element for all Service Users.

For the purpose of this report the 'Other' response is used where a Service User does not identify as male or female and is used to encompass a range of gender diversity categories. If a Service User chooses not to disclose their gender, it is acceptable to record "not stated".

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Male
2	Female
3	Other *Use this code if Service User does not identify as male or female but with a diverse gender group or gender-neutral group*
99	Not stated *Only use this code if it is not possible to find out from the Service User their gender or to make an informed judgement about it.*

Aboriginal and Torres Strait Islander background

Definition:

Aboriginal and Torres Strait Islander background states whether or not a Service User identifies themselves as of Aboriginal and/or Torres Strait Islander origin.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Aboriginal and Torres Strait Islander background, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Aboriginal but not Torres Strait Islander origin
2	Torres Strait Islander but not Aboriginal origin
3	Both Aboriginal and Torres Strait Islander origin
4	Not Aboriginal or Torres Strait Islander origin
99	Not stated *Only use this code if it is not possible to find out information about Indigenous status from the Service User.*

Australian South Sea Islander background

Definition:

Australian South Sea Islander background states whether or not a Service User identifies themselves as of Australian South Sea Islander origin.

Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. Source: Queensland Multicultural Policy (des.qld.gov.au)

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Australian South Sea Islander background, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Australian South Sea Islander origin
2	Not Australian South Sea Islander origin
99	Not stated *Only use this code if it is not possible to find out information about Indigenous status from the Service User.*

Culturally and Linguistically Diverse (CALD) background

Definition:

Culturally and Linguistically Diverse background states whether or not a Service User identifies themselves as from Culturally and Linguistically Diverse (CALD) background.

A Service User may be from a CALD background if they were born in a country other than Australia or their parents were and/or they speak a language other than English at home. For the purpose of recording this element it is acceptable to record whether the Service User identifies or not based on their self-report.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Culturally and Linguistically Diverse background, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Culturally and Linguistically Diverse
2	Not Culturally and Linguistically Diverse
99	Not stated *Only use this code if it is not possible to find out information about the Culturally and Linguistically Diverse status from the Service User.*

Suburb

Definition:

Suburb records the geographic area in which the Service User lives whilst receiving services. Information about where clients live can assist with understanding "place" in relation to the services delivered and the Service User's location.

Reporting this element:

Report this element for all Service Users.

Record the name of the *Suburb* in which the Service User lives while receiving supports from the service outlet.

A Suburb may be a town, city, suburb, or commonly used location name such as a large agricultural property or Aboriginal community.

If the Service User does not have a fixed or permanent address record 'NFPA' (which stands for No Fixed or Permanent Address).

Postcode

Definition:

Postcode records the postcode for the area in which the Service User lives while receiving supports from the service outlet.

Reporting this element:

Report this element for all Service Users.

Record the postcode for the address at which the Service User resides while receiving supports from the service outlet. The postcode should not relate to a postal address different from the physical address at which the Service User is residing.

Postcodes are subject to change. Service outlets should use the most up-to-date postcodes, available on the Australia Post website.

If the Service User does not have a fixed or permanent address and *Suburb* was recorded as 'NFPA' then record '9999' for postcode.

Homeless Indicator

Definition:

Homeless Indicator records the Service User's circumstances in relation to their housing status. This data element will assist with understanding the number of Service Users that may also need homelessness services and the number of Service Users who are visiting the service location.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose this information, it is acceptable to record 'Not stated'.

If a Service User's circumstances change during the reporting period record the most relevant indicator for the Service User at the end of the reporting period or when they ceased receiving services.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Staying in transitional or temporary accommodation (including "couch surfing")
2	Homeless and sleeping out/ rough
3	Has permanent address
4	Home address is in another geographic location and is visiting service location and staying in temporary accommodation or homeless in catchment
99	Not stated *Only use this code if it is not possible to find out this information from the Service User.*

1.2 Service delivery data

Cell Visitor – Entry

Definition:

Cell Visitor – Entry records how Service Users have accessed Cell Visitor services. This element will assist with understanding the key sources of referral to the service.

Reporting this element:

Report this element for all Service Users.

If a Service User has accessed the service or has been referred on more than one occasion in the reporting period record how the Service User accessed the service on the first occasion they engaged with the service.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Outreach service delivered by Cell Visitor service
2	Family or friends contacted
3	Queensland Police Service contacted
4	Person has self-referred
99	Other (referral source not listed)

Cell Visitor – Occasions of support

Definition:

Cell Visitor - Occasions of support records the number of occasions where support is provided to the Service User in the reporting period. For Cell Visitor services an occasion of support can be counted each separate time that the Service User is visited at the watch house, there may be times where the Service User is visited twice or more in one day. An occasion of support can also be counted when Cell Visitor worker visits or contacts the Service User's family.

This data element will assist with understanding the intensity of support that Service Users require.

Reporting this element:

Report this element for all Service Users. This element is recorded as a number representing the number of occasions of support. Count 1 for each occasion of support.

An example of counting this element:

- The Cell Visitor service visits a Service User in a watch house (count as 1) and the Service User asks for a message to be given to their family. The Cell Visitor worker visits the family (count as 1) to deliver the message and offer support, the family request a message to be passed back to the Service User. The Cell Visitor worker visits the Service User again (count as 1) to pass on the message and check their wellbeing. Total count of occasions of support is 3.

Record total number of Occasions of Support for the Service User for the reporting period.

Cell Visitor – contact with family or friends of the Service User

Definition:

Cell Visitor – contact with family or friends of the Service User records whether the Cell Visitor service has engaged with or provided support to the Service User's family or friends. This element will assist with understanding service delivery and the types of support provided for Service Users.

Reporting this element:

Report this element only for Service Users if the Cell Visitor service has provided support to or contacted or been contacted by the Service User's family or friends. In the circumstance where the Cell Visitor service has contacted of been contacted by the Service User's family or friends record "Y" to indicate yes.

Record using the letter Y set out in the table below:

Record Y or leave blank	Description
Y	The Cell Visitor service **has** contacted or been in contact with the Service User's family or friends
Leave blank	The Cell Visitor service **has not** contacted or been in contact with the Service User's family or friends

Community Patrol – Entry

Definition:

Community Patrol – Entry records how Service Users have accessed Community Patrol services. This element will assist with understanding the key sources of referral to the service.

Reporting this element:

Report this element for all Service Users.

If a Service User has accessed the service or has been referred on more than one occasion in the reporting period, record how the Service User accessed the service on the first occasion they engaged with the service.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Outreach service delivered by Community Patrol service
2	Family or friends contacted
3	Queensland Police Service contacted
4	Person has self-referred
99	Other (referral source not listed)

Community Patrol – Occasions of support

Definition:

Community Patrol - Occasions of support records the number of occasions where support is provided to the Service User in the reporting period. For Community Patrol services an occasion of support can be counted each separate time that the Service User is supported and/or provided transport, there may be times where the Service User is supported twice or more in one day. Support can include where the

Service User is not provided transport but is provided support in an outreach setting, for example referral to another support service.

This data element will assist with understanding the intensity of support that Service Users require.

Reporting this element:

Report this element for all Service Users. This element is recorded as a number representing the number of occasions of support. Count 1 for each occasion of support.

An example of counting this element:

- The Community Patrol service engages with the Service User in a park in the morning, the Service User is well and does not need to go to the Diversion Centre (count as 1). The Community Patrol goes out again later that night and the Service User is intoxicated and needs support and is transported to the Diversion Centre (count as 1). Total count of occasions of support is 2.

Record total number of *Occasions of Support* for the Service User for the reporting period.

Community Patrol – Transport provided

Definition:

Community Patrol – Transport provided records where Community Patrol transports Service Users to. This element will assist with understanding service delivery and the types of support provided for Service Users.

Reporting this element:

Report this element for all Service Users.

This element reports the destination where the Service User was transported to. If a Service User has been provided transport on more than one occasion in the reporting period record how the Service User accessed the service on the first occasion they engaged with the service.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Transport to Diversion Centre
2	Transport to the Service User's home or accommodation
3	Transport to a safe place (that is not the Service User's home or the Diversion Centre)
4	Transport not provided by Community Patrol

Diversion Centre – Entry

Definition:

Diversion Centre – Entry records how Service Users have accessed Diversion Centre. This element will assist with understanding the key sources of referral to the service.

Reporting this element:

Report this element for all Service Users.

If a Service User has accessed the service or has been referred on more than one occasion in the reporting period record how the Service User accessed the service on the first occasion they engaged with the service.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	Community Patrol has referred
2	Family or friends contacted
3	Queensland Police Service contacted
4	Service User has self-referred
99	Other (referral source not listed)

Diversion Centre – Occasions of support

Definition:

Diversion Centre - Occasions of support records the number of occasions where support is provided to the Service User in the reporting period. For Diversion Centre services an occasion of support can be counted each separate time that the Service User has stayed at the Diversion Centre or accessed other resources such as a meal. There may be times where the Service User has accessed resources twice or more in one day.

This data element will assist with understanding the intensity of support that Service Users require.

Reporting this element:

Report this element for all Service Users. This element is recorded as a number representing the number of occasions of support. Count 1 for each occasion of support.

An example of counting this element:

- Service User comes to the Diversion Centre at lunchtime, they have a meal but decide not to stay (count as 1). Later that day the Service User is brought to the Diversion Centre by the Community Patrol and the Service User stays to sober up and uses a bed to rest (count as 1). Total count of occasions of support is 2.

Record total number of *Occasions of Support* for the Service User for the reporting period.

Reducing Demand – Hours of support received

Definition:

Reducing Demand – Hours of support received records the number of hours of support received by the Service User in the reporting period.

This data element will assist with understanding the intensity of support that Service Users require.

Reporting this element:

Report this element for all Service Users. This element is recorded as a number representing the number of hours of service received by the Service User. Hours that can be counted are those where direct support is provided to the Service User or service delivered on behalf of the Service User such as for case planning or making referral arrangements on behalf of the Service User. Count 1 for each hour of support received by the Service User.

The amount of time for each individual occasion of service received over the reporting period should be totalled. The overall total amount of hours for each Service User for the reporting period is to be rounded to the nearest whole hour amount for recording in the report.

Record the number of hours of support received by the Service User in the reporting period.

This element is recorded as a whole number (no decimals) representing the number of hours of service received by the Service User. Hours that can be counted are those where direct support is provided to the Service User or service delivered on behalf of the Service User, such as for case planning or making referral arrangements on behalf of the Service User. All time spent providing service to the Service User

during the reporting period should be totalled. Then overall total amount for the Service is to be rounded to the nearest whole hour for recording in the report. If the time spent providing services to the Service User is less than one hour total for the reporting period, then round up to 1 hour. For example, if total hours for the reporting period for a Service User are 4 hours and 30 minutes or 4 hours and 45 minutes round up to 5 hours, if total hours for the reporting period for a Service User are 4 hours and 15 minutes round down to 4 hours, if total hours for reporting period is less than 1 hour (e.g.: 30 minutes) round up to 1 hour.

An example of counting this element:

- A Service User would like to attend a group activity to learn more about how to reduce their alcohol consumption. The worker assists the Service User to find the most appropriate group and supports the Service User to make contact with the group and make plans for participating. This takes two hours, count 2 *Hours of support received*. The Service User attends the group but does not require support to attend, do not count the group hours (if the group is run by the Reducing Demand service these hours can be counted in the Group Work Report).

Record total number of *Hours of support received* for the Service User for the reporting period.

MPIP – Hours of support received

Definition:

MPIP – Hours of support received records the number of hours of support received by the Service User in the reporting period.

This data element will assist with understanding the intensity of support that Service Users require.

Reporting this element:

Report this element for all Service Users. This element is recorded as a number representing the number of hours of service received by the Service User. Hours that can be counted are those where direct support is provided to the Service User or service delivered on behalf of the Service User such as for case planning or making referral arrangements on behalf of the Service User. Count 1 for each hour of support received by the Service User.

An example of counting this element:

- The case worker drives to the Service User's home to assist them to go to a hospital appointment. The hours received start from the Service User's home. The case worker assists the Service User through the appointment and drives them back home, this takes two hours. Once back at the office, the case worker does some research and makes several phone calls to seek out an appropriate service to refer the Service User, this takes one hour. Total count of hours of support received is 3.

Record total number of *Hours of support received* for the Service User for the reporting period.

1.3 Results and outcomes

Cell Visitor, Community Patrol and Diversion Centre – Referral made to another service

Definition:

Cell Visitor, Community Patrol and Diversion Centre - Referral made to another service records where the Service User has been referred to another type of service to meet needs that are outside of the scope of Cell Visitor, Community Patrol and Diversion Centre.

This element will assist with understanding the various needs that Service Users have and how the service provider has assisted the Service User to meet those needs by making appropriate referrals.

Reporting this element:

These elements only need to be reported if a Service User is provided a referral to another service. If no referrals were made for this Service User leave all fields blank.

For each Service User record "Y" to indicate yes for a referral to the category of services.

Category of service	Record Y or leave blank	Description
Referral or support provided to return to Community or Country	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to legal and justice services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to Queensland Police Service	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to housing and homelessness services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to health services - emergency/ ambulance	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to health services – drug and alcohol	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to health services – Mental Health	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to health services – other or general (for example sexual health or GP)	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to income support (Centrelink) or emergency relief	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to family and domestic violence services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to disability service	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to a cultural or community group	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Referral to another funded service (e.g., MPIP or Reducing Demand)	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred

Category of service	Record Y or leave blank	Description
Referral to another service RECORD: <Text>	*text*	State briefly in one or two words the category of service that the Service User was referred to. Only use if none of the categories above are suitable.

Cell Visitor, Community Patrol and Diversion Centre – Outcomes

Definition:

Cell Visitor, Community Patrol and Diversion Centre - Outcomes records whether the service has assisted the Service User to achieve a particular outcome. The two outcomes to be measured are whether the Service User has:

A. Shown improvement in being safe and/or protected from harm; and

B. Shown improvement in ability to access appropriate services.

Determining whether the outcome has been achieved is to be based on the service providers' assessment of the Service Users experience and changes that have happened for the Service User during the reporting period.

This element will assist with understanding the positive impact experienced by the Service User from the service provided and the change in circumstances for the Service User.

Reporting these elements:

A. Shown improvement in being safe and/or protected from harm

This element only needs to be reported if applicable for the Service User.

Record 'Y' for yes if the service has made a positive impact on the person's safety and/or prevented or minimised harm. Leave the field blank if this outcome does not apply for the Service User.

Record Y or leave blank	Description
Y	The service **has** made a positive impact on the person's safety and/or prevented or minimised harm
Leave blank	The service **has not** made a positive impact on the person's safety and/or prevented or minimised harm

B. Shown improvement in ability to access appropriate services.

This element only needs to be reported if applicable for the Service User.

Record 'Y' for yes if the Service User has accepted information about or accepted a referral to another service/s. Leave the field blank if this outcome does not apply for the Service User, for example if no referrals have been made for the Service User then leave this field blank.

Record Y or leave blank	Description
Y	The Service User **has** accepted information about or accepted a referral to another service/s
Leave blank	The Service User **has not** accepted information about or accepted a referral to another service/s

Reducing Demand and MPIP – Referral and engagement with other services

Definition:

Reducing Demand and MPIP – Referral and connection with other services records where the Service User has been connected with and supported to engage with another type of service to meet needs that are outside of the scope of Reducing Demand and MPIP.

This element will assist with understanding the various needs that Service Users have and how the service provider has assisted the Service User to meet those needs by providing support that assists the Service User to successfully engage and/or maintain engagement with other appropriate services or activities.

Reporting this element:

These elements only need to be reported if a Service User has been connected with other services. If there have been no Connection to other services made for this Service User leave all fields blank.

For each Service User record "Y" to indicate yes for the category of the services where the Service User has been connected to.

Category of service	Record Y or leave blank	Description
Return to Country or Community	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage with legal or justice services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Gain access temporary housing services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Gain access long term housing services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage or re-engage with health services for alcohol or drug issues	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage or re-engage mental health services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage or re-engage health services for other health issues (not alcohol or drug or mental health)	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Gain access to income support (Centrelink) or emergency relief	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage with family and domestic violence services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred

Category of service	Record Y or leave blank	Description
Engage with disability support services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage with employment services	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage in cultural or community groups	Y	The Service User **has** been referred
	Leave blank	The Service User **has not** been referred
Engage with other support	*text*	State briefly in one or two words the category of service that the Service User was referred to. Only use if none of the categories above are suitable.

Reducing Demand and MPIP – Case plan

Definition:

Reducing Demand and MPIP – Case Plan records whether a Service Users has a case plan or not and if they do have case plan what stage of progress their goals are at. Case plans can be in many different forms, for the purpose of this element the term 'case plan' is used to describe goals set by the Service User and the service. A 'case plan' may contain only one goal set by the Service User or many goals.

This element will assist with understanding outcomes and goals achieved by the Service User.

Reporting this element:

Report this element for all Service Users.

If a Service User has not set any goals (does not have case plan) record '1' as set out in the table below. Record the most relevant description for the Service User at the end of the reporting period.

Record using the numeric code set out in the table below:

Numeric Code	Description
1	No case plan or goals set
2	Goals in progress
3	Goals completed
4	New goals set

Reducing Demand and MPIP - Outcomes

Definition:

Reducing Demand and MPIP - Outcomes records whether the service has assisted the Service User to achieve a particular outcome. The two outcomes to be measured are whether the Service User has:

A. Shown improvement in being safe and/or protected from harm; and

B. Shown improvement in ability to access appropriate services.

Determining whether the outcome has been achieved is to be based on the service providers' assessment of the Service Users experience and changes that have happened for the Service User during the reporting period.

This element will assist with understanding the positive impact experienced by the Service User from the service provided and the change in circumstances for the Service User.

Reporting these elements:

A. Shown improvement in being safe and/or protected from harm

This element only needs to be reported if applicable for the Service User.

There are two measures as part of this outcome:

- Measure 1: The Service User has not been incarcerated during the reporting period

- Measure 2: The Service User has progressed their goals to change harmful drinking behaviours

Record 'Y' for yes if the service has assessed that this outcome has been achieved. Leave the field blank if this outcome does not apply for the Service User.

Measure 1: The Service User has not been incarcerated during the reporting period

Measure 1	Record Y or leave blank	Description
Measure 1: The Service User has not been incarcerated during the reporting period	Y	The Service User **has not** been incarcerated during the reporting period
	Leave blank	The Service User **has** been incarcerated during the reporting period

Measure 2: The Service User has progressed their goals to change harmful drinking behaviours

Measure 2	Record Y or leave blank	Description
Measure 2: The Service User has progressed their goals to change harmful drinking behaviours	Y	The Service User **has** progressed their goals to change harmful drinking behaviours
	Leave blank	The Service User **has not** progressed their goals to change harmful drinking behaviours

B. Shown improvement in ability to access appropriate services.

This element only needs to be reported if applicable for the Service User.

There are two measures as part of this outcome:

- Measure 1: The Service User has maintained engagement with key services or activities that are positive for their wellbeing, for example health, housing and/or other services

- Measure 2: The Service User has maintained engagement with positive cultural and community groups

Record 'Y' for yes if the service has assessed that this outcome has been achieved. Leave the field blank if this outcome does not apply for the Service User.

Measure 1: The Service User has not been incarcerated during the reporting period

Measure 1	Record Y or leave blank	Description
Measure 1: The Service User has maintained engagement with key services or activities that are positive for their wellbeing, for example health, housing and/or other services	Y	The Service User **has** maintained engagement with key services or activities that are positive for their wellbeing, for example health, housing and/or other services
	Leave blank	The Service User **has not** maintained engagement with key services or activities that are positive for their wellbeing, for example health, housing and/or other services

Measure 2: The Service User has progressed their goals to change harmful drinking behaviours

Measure 2	Record Y or leave blank	Description
Measure 2: The Service User has maintained engagement with positive cultural and community groups	Y	The Service User **has** maintained engagement with positive cultural and community groups
	Leave blank	The Service User **has not** maintained engagement with positive cultural and community groups

2. Outreach report –MPIP

The Outreach Report is to be used by MPIP services. The purpose of this report is to understand the component of service delivery that is outreach and cannot be attributed to a particular individual and recorded on the Service User Report.

Note that data recorded in this report is not at the Service User level it is at an aggregated level.

Service outlet number

Definition:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement Funding Schedule.

Reporting this element:

The *Service Outlet Number* should be reported as the number and format that appears in your organisation's Service Agreement - Funding Schedule.

Reporting Period

Definition:

Reporting Period identifies the year and quarter the data relates to.

Reporting this element:

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e., Year/X.

For example, the reporting period for July-September 2023 will be recorded as 2023/4.

Hours spent in outreach activities

Definition:

Hours spent in outreach activities records the number of hours spent providing services in relation to outreach activities. These are hours that the service delivers that focus on engaging Service Users who vulnerable or at risk in public spaces due to being intoxicated in public.

These hours counted for this data item are hours that cannot be attributed directly to one individual and are not recorded in the Service User report against an individual. If your service has not spent any hours doing outreach activities in the reporting period (for example it may be the case that all hours delivered are recorded on the Service User report) it is acceptable to record "N/A" for not applicable.

The number of hours is reported as an aggregated number of total hours for the reporting period.

This data element will assist with understanding the work of the service and the volume of outreach work.

Reporting this element:

Report this element as one number that represents the total of all hours of outreach for the reporting period. Where the outreach workers work as a team the hour can be counted per worker, for example a two-worker team provides 1 hour of outreach however because the two workers might engage with separate people in the same space this can be counted as 2 hours. Count 1 for each hour of outreach provided by each outreach worker.

An example of counting this element:

- The outreach team (2 workers) meet a group of 6 people in the park. The team start a conversation with the group. One outreach worker talks to two of the people in the group about a particular issue, the other outreach worker talks to the other four people in the group about general information. The outreach workers pass on their organisation's contact information to all of the group. None of the group are existing Service Users, some of the people in the group say they might be interested to talk more but at this time none of the people in the group wish to engage further. The outreach workers were talking to the group for two hours. Total count of hours of outreach is 4.

Record total number of *Hours spent in outreach activities* for the reporting period.

Number of people engaged in outreach activities

Definition:

Number of people engaged in outreach activities records the number of people that the outreach workers have connected with in the reporting period. This count is related to the number of hours spent in outreach activities and is for recording the number of people that the outreach workers connect with. This is reported as an aggregated number with no identifying information or other demographic information required. Do not count Service Users that are recorded in Service User report in this number. If your service has not engaged with any Service Users through outreach activities in the reporting period (for example it may be the case that all Service Users in contact with the service are recorded on the Service User report) it is acceptable to record "N/A" for not applicable.

Noting that it may be difficult to avoid double counting where the outreach team may see the same person on different occasion throughout the reporting period, this count of "number of people engaged in outreach activities" is not a unique client count.

This data element will assist with understanding the work of the service and to quantify the number of people connected with through outreach work.

Reporting this element:

Report this element as one number that represents the total of people engaged through outreach activities for the reporting period.

An example of counting this element:

- The outreach team (2 workers) meet a group of 6 people in the park. The team start a conversation with the group. One outreach worker talks to two of the people in the group about a particular issue, the other outreach worker talks to the other four people in the group about general information. The outreach workers pass on their organisation's contact information to all of the group. None of the group are existing Service Users, some of the people in the group say they might be interested to talk more but at this time none of the people in the group wish to engage further. Total count of people engaged is 6.

Record total *Number of people engaged in outreach activities* for the reporting period.

3. Group work report – Reducing Demand

The Group work report is to be used by Reducing Demand services. The purpose of this report is to understand the group work and activities conducted by the service for Service Users to participate in and connect with each other.

Service outlet number

Definition:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement Funding Schedule.

Reporting this element:

The *Service Outlet Number* should be reported as the number and format that appears in your organisation's Service Agreement - Funding Schedule

Reporting period

Definition:

Reporting Period identifies the year and quarter the data relates to.

Reporting this element:

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e., Year/X.

For example, the reporting period for July-September 2024 will be recorded as 2024/5.

Name of group/ activity

Definition:

Name of group/ activity records the name of the group or activity that the Reducing Demand service has conducted in the reporting period.

Reporting this element:

Record a brief name and description that explains the group or activity. Record a different group/activity on different row.

For example:
- The service runs a fishing group for men, record text 'Fishing group for men".

This is a free text field.

Number of groups

Definition:

Number of groups records the number of groups conducted in the reporting period. This number relates to the *Name of the group/ activity* in the previous field, meaning the number of groups to report is the number for the group or activity listed in the previous field.

Reporting this element:

Record the number of groups relating to the group/ activity named in *Name of group/ activity*.

For example:
- The service runs a fishing group for men once a week for 6 weeks, record 6.

Number of participants

Definition:

Number of participants records the number of participants in the groups/ activities conducted in the reporting period. This number relates to the group or activity referred to in *Name of the group/ activity*

in the previous field, meaning the number of participants is the total number of unique Service Users who have attended the group or activity.

Reporting this element:

Record the number of groups relating to the group/ activity named in *Name of group/ activity*.

For example:
- The service runs a fishing group for men once a week for 6 weeks. In the first week there were 3 participants, the next week the 3 participants came to the group again and were joined by 2 new participants. These 5 participants were the same Service Users that continued with the group for the 6 weeks, record 5 participants.