Individuals

Investment Specification

Queensland Government

Version: 1.0

Date: 3 September 2014

[Version Control History](#)

CONTENTS

1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Individuals has been designated as a funding area to provide support to vulnerable Queenslanders to improve their personal safety, enhance their sense of healing and wellbeing, increase participation, and strengthen their resilience and self-reliance.

1.1 Purpose of the investment specification

The purpose of this investment specification is to describe the intent of funding, the Service Users and identified issues, the service types, and associated service delivery requirements for services that are funded under the Individuals funding area.

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

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

Figure 1 – Funding document hierarchy
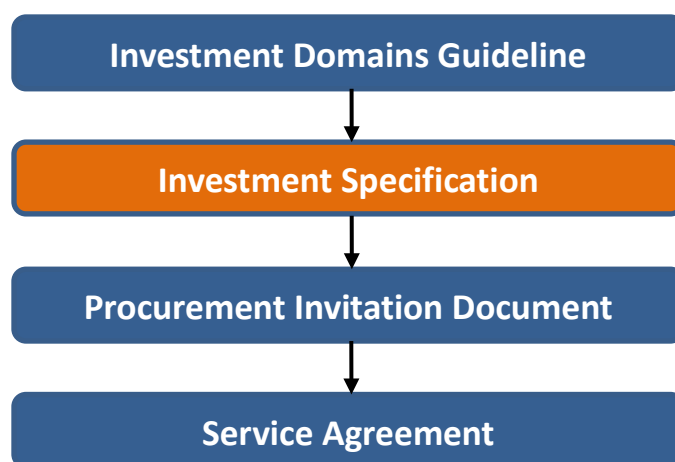
The department's funding documents underpin the business relationship between the department and the funding recipient. The investment specification should therefore be read in conjunction with the investment domains guideline, procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

2. Funding intent

The department provides grant funding to a range of non-government organisations to deliver support to vulnerable individuals and assist them to get their lives back on track. The department is standardising its investment approach to improve the line of sight from investment through to

outcomes. Funding under Individuals assists vulnerable Queenslanders who are experiencing or affected by a difficult personal issue and contributes to the following outcomes:

- improve personal safety

- enhance a sense of healing and wellbeing

- connect to appropriate services and information

- a reduction in immediate financial stress

- increase overall resilience and self-reliance.

Interventions must be individually tailored, flexible and holistic. As such, support provided to individuals occurs across all the full spectrum of investment domains of Capable, Resilient and Safe.

Funded organisations may provide direct pathways for individuals into the service system, provide specialised supports clients' may need, and assist clients out of the system when support is no longer required.

As support for individuals is also provided through other agencies, funding is intended to complement rather than duplicate existing services and supports. The department collaborates and works closely with all levels of the government and non-government sectors to deliver responsive and holistic services to vulnerable people throughout the state.

2.1 Context

A priority area for the department in the 2013-2017 Strategic Plan is to provide effective support services for vulnerable Queenslanders. In line with the Strategic Plan, the department funds services for individuals who are affected by a crisis, personal issue or trauma.

For some individuals, the issues they face may be chronic, complex, and multiple; however, others may require only a short period of support.

Support for individuals may be related to a particular issue or circumstance, and also relate to the individual's level of resilience. In both cases, the Service User determines the level of support they need.

It is important to note that individuals are not simply a discrete group of Service Users, but are also important and contributing members of families and communities.

3. Investment logic

Service Users	Secondary Service Types	Service Modes	Outputs	Outcomes
Vulnerable Queenslanders who are experiencing or affected by a difficult personal issue and require access to support to assist their healing process, help them get their lives back on track and be able to manage their own lives	Information, advice and referral	Centre based	A01.1.06 General service availability information, advice and referral	Service User needs are identified and they are connected to appropriate services and information
	Financial and Material Assistance		A01.2.08 Counselling, other	Increase in Service User's immediate safety
	Assertive Outreach	Mobile	A01.2.02 Needs assessment and management of case/ service plans	Improved Service User sense of healing, justice and personal wellbeing
	Counselling		DOC4.2.01 Disaster related financial and material assistance	
			A01.3.04 Providing support facilities and/or supervision	Reduced risk of being taken into police custody or statutory services for public intoxication offences
			A01.1.04 Adoptions/origins information, advice and referral	
	Case Management		A01.3.04 Provision of personal hygiene facilities and/or supervision	
		Virtual	A01.3.01 Social and personal development	Reduction in immediate financial stress
	Rest and Recovery		A07.1.04 Volunteer resource development and or placement	

4. Service delivery overview

The table below provides an overview of Service Users and service delivery types within the Individuals funding area. This is not an exhaustive list; the department may from time to time update this investment specification in response to evidence and changing needs to invest in additional service delivery responses, or different combinations of responses. Please refer to the most up to date version of this investment specification (refer to Section 11 for web links).

Service Users	Service types
Individuals who are experiencing personal, family, relationship and/or financial issues (U1150)	Access - Information, advice and referral (T103)
	Support – Counselling (T318)
	Support - Case management (T314)
	Support - Financial and material assistance (T333)
	Access – Community Support (See Community Investment specification)
Individuals affected by sexual assault or sexual abuse (U1040)	Access - Information, advice and referral (T103)
	Support – Counselling (T318)
	Support - Case management (T314)
	Access – Community Support (See Community Investment specification)
Individuals affected by problem	Access - Information, advice and referral (T103)

Service Users	Service types
gambling (U1030)	Support – Counselling (T318)
	Support - Case management (T314)
	Access – Community Support (See Community Investment Specification)
Aboriginal and Torres Strait Islander people affected by alcohol (U1023)	Support - Assertive Outreach (T316)
	Support - Rest and Recovery (T322)
	Support - Case management (T314)
	Access – Community Support (See Community Investment Specification) (T101)
Individuals who identify either as Forgotten Australians or former child migrants (U1160)	Access - Information, advice and referral (T103)
	Support - Case management (T314)
	Access – Community Support (T101) (See Community Investment Specification)
Individuals impacted by adoption (U1170)	Access - Information, advice and referral (T103)
	Support – Counselling (T318)
	System Support – Capability Building (T440) (See Service System Support & Development Investment Specification)
Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence (U1253)	Case management (T314)
Adults affected by alcohol (U1020)	Rest and Recovery (T322)

4.1 Description of service types

Support Services improve the capability, resilience, and safety of vulnerable Queenslanders, and provide a range of responses to support Service Users.

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

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

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under Individuals must comply with the relevant statements under the headings of 'Requirements' as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of 'Considerations'.

Requirements for all services are outlined in Section 5.1.1. Service delivery requirements for specific Service Users and service types are outlined in Sections 6 and 7 below.

5.1.1 Requirements for all services

- Funded organisations will operate with low or no entry requirements for Service Users, for example:
    - access and level of service should not be affected by the Service User's ability to pay a service charge
    - rather than excluding Service Users with challenging behaviours, services must develop alternative processes for managing these Service Users (within a risk management framework).
- Where the funded organisation is unable to provide services to a person, due to ineligibility or lack of capacity, there must be processes in place to refer the person to an appropriate alternative service.
- Service delivery staff must be competent in risk assessment and safety planning.
- Staff must be appropriately trained and culturally and professionally diverse (where possible), and have the appropriate skills to meet the complex needs of Service Users.
- Funded organisations are responsible for the recruitment of appropriately qualified staff, provision of appropriate induction, training and professional supervision of these staff.
- Staff are expected to actively refer Service Users to appropriate holistic supports. As such, staff are expected to have access to relevant information regarding a range of services their Service Users may need to be referred to.

5.1.2 Considerations for all services

- Mechanisms should be in place to allow meaningful Service User participation in service planning, design and evaluation.
- Strategies should be developed and regularly used to determine effectiveness and appropriateness of the service delivery model.
- Services should demonstrate a high level of coordination with other services and agencies (eg. health services, legal and court services, Queensland Police Service) that may also provide immediate and ongoing support to individuals.

6. Service delivery requirements for specific Service Users

6.1 Adults experiencing personal, family, relationship and/or financial issues (U1150)

Definition

Men and women who are experiencing personal, family and/or relationship issues, including those resulting from a natural disaster, which impacts on their health and wellbeing.

Purpose of funding

Provide support and financial assistance to people experiencing personal, family and/or relationship issues, including those resulting from a natural disaster, and assist them to improve their health, wellbeing and connection with family and community.

6.1.1 Requirements — Adults experiencing personal, family, relationship and/or financial issues

Funded organisations must demonstrate a high level of cooperation with other human services and agencies to ensure Service Users receive the spectrum of support they need.

6.1.2 Considerations — Adults experiencing personal, family, relationship and/or financial issues

- For services providing disaster recovery responses, additional reporting may be required. A template will be provided for this reporting.
- Services may be delivered with or without the use of volunteers.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual.

6.2 Adults affected by sexual assault or sexual abuse (U1040)

Definition

Men and women who have experienced historical sexual assault or sexual abuse and their family members and friends.

Purpose of funding

Provide immediate and ongoing support to assist people affected by sexual assault or sexual abuse, assist them to improve their personal safety and ensure they have access to the healing, justice and support they need to rebuild their lives.

6.2.1 Requirements — adults affected by sexual assault or sexual abuse

- Services must adhere to the principles and best-practice framework articulated in the *Queensland Government Interagency Guidelines for Responding to People who have Experienced Sexual Assault.*

6.2.2 Considerations — adults affected by sexual assault or sexual abuse

- Services are encouraged to use the National Association of Services Against Sexual Violence *National Standards of Practice Manual for services against sexual violence* as a guide in responding to sexual assault.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual.

6.3 Adults affected by problem gambling (U1030)

Definition

Men and women who are affected by problem gambling, and their family members and friends.

Purpose of funding

Provide immediate support to people experiencing and impacted by the harmful effects of gambling, and assist them to access the necessary services and support they need to improve their wellbeing.

6.3.1 Requirements — adults affected by problem gambling

All services must input data and reporting within the Gambling Help Services System.

6.3.2 Considerations — adults affected by problem gambling

- Services demonstrate a high level of coordination with other Gambling Help services and relevant human services providers (e.g. financial support services, health services, homelessness services, legal and court services) to ensure individuals affected by problem gambling receive the spectrum of support they need.
- Services employ appropriately qualified and experienced professionals to work with Service Users.

Service delivery mode options:

- Centre based
- Mobile
- Virtual.

6.4 Adults affected by alcohol (Aboriginal and Torres Strait Islander people) (U1023)

Definition

Aboriginal or Torres Strait Islander men and women affected by alcohol who are either in police custody or able to be diverted from police custody, and require a safe place to sober up.

Purpose of funding

Provide immediate and ongoing support to Aboriginal and Torres Strait Islander men and women affected by alcohol who are either in police custody or able to be diverted from police custody, enable them to sober up safely, and assist them and their families to access the necessary services and support they need to improve their safety, health and wellbeing.

6.4.1 Requirements — adults affected by alcohol (Aboriginal and Torres Strait Islander people)

- Funded organisations must:
  - align service delivery to the practices and tools articulated within the *Guidelines and toolkit for Diversion Services*.

- demonstrate a high level of coordination with Queensland Police Service and relevant human service providers, to ensure Service Users and their family and friends receive the supports they need.
- employ appropriately qualified and experienced professionals to work with Service Users.

6.4.2 Considerations — adults affected by alcohol (Aboriginal and Torres Strait Islander people)

Funded organisations should attempt to employ staff of Aboriginal and Torres Strait Islander background.

Service delivery mode options:

- Centre based
- Mobile

6.5 Adults who identify either as a Forgotten Australian or former child migrant (U1160)

Definition

Men and women who turned 18 on or before 31 December 1999 and spent time as children in Queensland children's homes, orphanages and other forms of institutional out-of-home care.

Purpose of funding

Provide information and support to Forgotten Australians or former child migrants, and assist them to improve their general wellbeing and identify their own pathway to healing and justice.

6.5.1 Requirements — Forgotten Australians or former child migrants

Nil.

6.5.2 Considerations — Forgotten Australians or former child migrants

Services demonstrate a high level of coordination with the Australian Government's Find and Connect Services and relevant human service providers to ensure Service Users and their family and friends receive the supports they need. Services employ appropriately qualified and experienced professionals to work with Service Users.

Service delivery mode options:
- Centre-based
- Virtual

6.6 Adults impacted by adoption (U1170)

Definition

People aged 18 or over impacted by adoption in Queensland, and their birth or adoptive family members.

Purpose of funding

Provide information and support to people affected by adoption, and assist them to access records and help them prepare for and approach the family member they have been searching for.

6.6.1 Requirements — adults impacted by adoption

Funded organisations must be familiar with the *Adoption Act 2009*.

6.6.2 Considerations — adults impacted by adoption

Funded organisations should demonstrate a high level of cooperation with other human services organisations and agencies to ensure Service Users receive the spectrum of supports they need.

Service delivery mode options:
- Centre-based
- Virtual
- Mobile

6.7 Adults affected by alcohol (U1020)

Definition

Vulnerable adults including people leaving licensed venues. May include intoxicated people, however, people who are not intoxicated may also be supported.

Purpose of funding

Identify vulnerable people and potential safety issues, and aim to assist with dispersal of people from the precinct, increase the safety and wellbeing of vulnerable people, provide rest and recovery for people who are intoxicated, and seek assistance for people who are at risk of harm to themselves or others.

6.7.1 Requirements — adults affected by alcohol

- Support and risk management strategies must be in place to ensure the safety of staff and volunteers.
- Referral pathways will be developed for the service to refer to other services, such as the police or ambulance, but will focus on connecting people with their own existing support networks such as family and friends. The service will provide information about transport and support options.

6.7.2 Considerations — adults affected by alcohol

Staff and volunteers will be provided with support and full training on the objectives of the program, referral pathways and protocols and accredited first aid qualifications. Any volunteers will be appropriately screened and supervised. Paid staff and volunteers will be expected to commit to a documented code of conduct.

Senior practitioners in each team are to provide briefing and debriefing for workers and volunteers, problem solving for emergent situations and liaison with emergency services and other community services and groups as required.

6.8 Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence (U1253)

Definition

Aboriginal and Torres Strait Islander men aged 16 years and older, identified as being affected by alcohol and violence, including as perpetrators of domestic and family violence in relationships as defined under the *Domestic and Family Violence Protection Act* 2012.

Purpose of funding

The purpose of funding is for Indigenous men to address, resolve and/or build resilience to the underlying causal factors which lead them to consume alcohol (and other substances) and behave in ways which negatively affect their individual health and wellbeing and that of their families and community; and that these men will change their harmful and/or abusive behaviour.

6.8.1 Requirements — Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence

The funded organisation will:

- Operate with a harm-minimisation framework with a focus on harm reduction
- Encourage client consultation and participation through development of culturally appropriate service delivery models
- Work collaboratively with other service providers in the local service system to:
  - Deliver services which complement existing services for women, particularly those services responding to domestic and family violence
  - Eliminate duplication of activities
  - Deliver holistic, integrated responses and supports for clients.
- Actively participate in local plans and strategies to address community safety
- Actively participate in any local collaborative, integrated service system plans or strategies to improve client outcomes
- Be flexible and provide differential responses – including reallocation of resources to do so – as required to address issues identified by the local community which may be affecting the wellbeing and safety of the community.

6.8.2 Considerations — Aboriginal and Torres Strait Islander men who are affected by alcohol and/or who perpetrate domestic and family violence

- In considering a service model, research indicates that services achieve some level of success through community acceptance and participation including targets for change that are community-identified and community-led.
- Additionally, any services that support men to address harmful levels of alcohol consumption and domestic and family violence (including to take responsibility as perpetrators of violence), should also consider the requirements for holistic, integrated and potentially differential responses that work with all family members and which complement already established services for victims, perpetrators and children.

7. Service delivery requirements for specific service types

7.1 Access — Information, advice and referral (T103)

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

Information, advice and referral services are intended to provide Service Users with information about the range of services available to them, advice regarding the range of services that may respond to their needs, and active support to ensure their successful referral to these services.

Some Service Users may be clear about the type of information they require. Other Service Users may need assistance to identify the range of services and responses relevant to their needs. For these Service Users, services may need to undertake a preliminary needs identification process.

Preliminary needs identification is intended to: assist in determining the range and severity of the Service User's needs and risk factors; ensure that any advice provided is personalised and tailored to the Service User's situation, support needs and support goals; and enable the successful linking of a Service User to services identified as suitable for their needs.

An assisted referral is intended to actively link Service Users to appropriate services. Referrals may provide Service Users access to localised universal community support services, and/or function as a gateway to accessing more specialised support services. An assisted referral includes:

- initial verbal contact with the agency receiving the referral
- discussion with receiving agency about referral requirements
- provision of an (anticipated) appointment time
- forwarding appropriate documentation to receiving agency
- following-up with receiving agency regarding the progress of referral.

Information, advice and referral is not intended to be ongoing contact with an individual client, but rather an entry point to other services they may require.

7.1.1 Requirements — information advice and referral

Nil.

7.1.2 Considerations — information advice and referral

- Funded organisations providing information, advice and referral to Service Users are responsible for ensuring that all sources are up-to-date and accurate.
- Information, advice and referral should always be accurate and aligned with best practice and expert knowledge of the service delivery area for which the service is funded. Good advice explains legislation, regulations and processes that may apply.
- Information should be provided to Service Users in a timely and accurate manner, and explained in a way the Service User is most likely to understand. In order for information to be understood by Service Users, information may need to be provided in a range of ways. Some information may be given verbally, while other information may need to be presented as printed material or electronically as an online resource. Where appropriate a combination of verbal and

written information may be required. In order for information to be understood, some Service Users may need assistance through an interpreter, or translated written material.

- Staff providing information and referral services to people should possess excellent customer service skills, outstanding communication skills and be able to effectively engage with a diverse range of community members. Staff should also be highly skilled in quickly identifying a person's needs and matching their needs to relevant information sources.

Funded organisations are responsible for the recruitment of appropriately qualified staff, provision of appropriate induction, training and professional supervision of these staff.

7.2 Support — Financial and material assistance (T333)

Activities that provide cash, food vouchers, food parcels and third-party payments to individuals experiencing immediate financial crisis. These services aim to prevent future financial crisis by referring vulnerable people to appropriate financial and social support services.

7.2.1 Requirements — financial and material assistance

Funded organisations providing Emergency Relief must not utilise funding for establishment costs, operating costs or salaries and are not required to report against funding.

7.2.2 Considerations — financial and material assistance

Funded organisations providing financial and material assistance services aim to increase financial resilience by ensuring individuals are referred to appropriate financial and social support services.

7.3 Support — Assertive outreach (T316)

Assertive outreach provides an immediate response to individuals who may be hard to engage or who do not present to required support services of 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, 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 is active and persistent, at times requiring a commitment to work with Service Users over the medium to long-term.

7.3.1 Requirements — assertive outreach

- Funded organisations must provide a mobile patrol of some form (on foot or by vehicle).

- Funded organisations must adhere to the practices articulated in the *Guidelines for Diversion Services.*

- Staff undertaking assertive outreach must possess a current First Aid Certificate.

- First Aid Kits must be accessible for all assertive outreach staff.

- Staff undertaking assertive outreach must be provided with a mobile phone to use in case of emergencies.

- Staff work in teams and must never work alone on a shift. These services are funded to provide a minimum of two staff for each shift (usually one male and one female) to ensure the safety of staff and Service Users.

7.3.2 Considerations — assertive outreach

Services targeting engagement with Aboriginal and Torres Strait Islander people should aim to recruit staff of Aboriginal and Torres Strait Islander background.

7.4 Support — 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 clients during their stay for any changes in their mental or physical condition that could indicate the need for medical attention.

7.4.1 Requirements — Rest and Recovery

- Funded organisations must adhere to the practices articulated in the *Guidelines and toolkit for Diversion Services.*
- Staff must possess a current First Aid Certificate.

7.4.2 Considerations — Rest and Recovery

- Funded organisations should offer Service Users a culturally safe environment; a quiet, safe place to rest and recover with minimal stimulation. The Service User should be encouraged to drink plenty of fluids and when sober provided with food before leaving the service.

- Funded organisations targeting engagement with Aboriginal and Torres Strait Islander people should aim to recruit staff of Aboriginal and Torres Strait Islander background.

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

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.

7.5.1 Requirements — counselling

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

7.5.2 Considerations — counselling

- The counselling process should include the following elements:
    - intake - a process of gathering Service Users' information to determine whether counselling is appropriate for the Service User and whether the service is suitable to address Service Users' needs. Data collected could include client contact and other relevant details; client history; reason for referral; and previous counselling episodes.
    - assessment – occurs during the initial phase of counselling and focuses on establishing rapport; identifying the Service User's presenting problem(s) and primary needs; identifying Service User's strengths; and determining the most appropriate counselling/treatment approach.
    - developing a counselling plan – involves determining approximate counselling duration, goal setting and setting achievable outcomes for the Service User. Such intentions are recorded and reviewed throughout the period of Service User engagement. Unlike case management support plans (which include supports delivered by the case manager and other services), counselling plans relate to the treatment provided directly by the counsellor to the Service User during the therapeutic process.
        - intervention – offers a range of interventions designed to decrease the Service User's confusion and distress; increase healthy coping strategies and problem solving skills; and find alternative solutions. Maintaining rapport is central to the counselling process and vital at this stage.
        - case closure – is a well-planned process allowing the Service User to prepare themselves for the final counselling session and beyond. The counsellor and Service User evaluate strategies taken to achieve goals and other successes, as well as the areas that did not go according to plan.
- Counselling approaches recognise that the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support needed at any one time.
- The duration of counselling work can vary and is dependent on how the Service User presents, the complexity of the issue/s, and the Service User's readiness to change. For example, some Service Users may only require a single session of counselling, and others may require support over a longer period of time.

7.6 Support — Case management (T314)

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

Case management can fall broadly into two categories: working with the Service User on specific goals that can be addressed by a single service provider, and complex goals that require a co-ordinated response across more than one service provider.

7.6.1 Requirements — case management

Where brokerage is offered it must be in the context of a case management plan to achieve identified goals. Brokerage must not be used where funds are available from alternative sources.

7.6.2 Requirements — case management (men's services)

Funded organisations must provide the following activities:

- Provision of or assistance to access specialist activities, programs and projects to assist clients to achieve the goals of their case plans; or to address identified and/or emerging community need.
- Supporting Service Users in their day-to-day transactions with other service providers and community members
- Educational activities about alcohol consumption, risks and harmful behaviours associated with levels of alcohol consumption
  - Affecting the clients' own health, well-being and safety
  - Affecting the personal relationships and immediate family of the clients
- Activities that support clients to address past and current trauma
  - Specialist counselling
  - Therapeutic individual and group sessions
- Activities that address violent and abusive behaviour including domestic and family violence
  - Recognising behaviour and the impact on others
  - Accepting responsibility for behaviour
  - Changing behaviour
- Activities that assist personal development and growth
  - Building emotional health, resilience and coping skills
  - Building the ability to manage physical health and mental health behavioural conditions
  - Developing general life skills including communication skills, literacy, financial literacy and budgeting skills
- Activities with a strong emphasis on positive roles in family and the community
  - Promoting and developing respectful (protective/conciliatory) and responsible behaviours
  - Improving relationships and parenting
  - Promoting positive role-modelling
  - Promoting peer support and mentoring
- Activities that promote connection to culture, family and responsibility
  - Cultural and recreational activities (within a case-management framework)
  - Connecting traditional roles to contemporary roles and responsibilities

7.6.3 Considerations — case management

- The case management process may include the following elements[1]:
  - needs identification – is undertaken following initial contact, and is designed to capture a preliminary understanding of a person's support needs. Needs identification intends to facilitate early action to link the Service User to adequate support before issues escalate into crisis. (An example of a tool enabling needs identification is the *Wellbeing Wheel* developed for the Helping Out Families initiative).
  - risk and needs assessment - a more in-depth process for identifying a Service User's needs, strengths, risk and protective factors. Assessment and re-assessment may occur a

---

[1] Developed from Gronda, Helen (2009). *Final Report: What Makes Case Management Work for People Experiencing Homelessness.* Australian Housing and Urban Research Institute (AHURI).

number of times throughout the support period. An example of a needs assessment tool is the Common Assessment Tool developed for *The Next Step*.

- support planning – documents the Service User's support goals and identifies the range of support services required. An example of this tool is the Support Plan developed for *The Next Step*.

- direct service and coordination – this stage involves the actual provision of practical assistance to a Service User, and direct support to access a range of relevant services best placed to respond to the Service User's identified support goals services/resources needed. This may include counselling, practical support or other support as identified by the Service User.

- review, closure and evaluation – this phase of the support period involves either a re-assessment of a Service User's needs, strengths and protective factors, or finalising the end of a support period.

- Case management is responsive to fluctuations in Service User need, which in-turn affects the number of Service Users a worker may be responsible for at any one time. A case worker may have fewer numbers of Service Users requiring a higher level of support, while also supporting a greater number of Service Users with minimal support needs.

- Case management approaches recognise that the frequency of contact with Service Users will fluctuate in accordance with the intensity of their support need at any one time.

- Case managers may be required to utilise brokerage funds in order to purchase services/support on behalf of Service Users (e.g. family mediation, counselling).

8. Service modes

There are no specific service mode requirements.

9. Deliverables and performance measures

Deliverables

The following outputs are funded under the Individuals funding area. The service agreement will identify the relevant outputs for each service outlet and the quantum to be delivered.

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
U1150 U1040	T318 T314	**A01.2.08 Counselling, other** Activities that help Service Users to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.	[insert number of hours]	[insert number of Service Users]
U1023 U1020	T316 T103	**A01.1.06 General service availability, information, advice and referral** Providing information, advice or referral about any specific services available to the general public and/or to specific groups.	[insert number of hours]	[insert number of Service Users]
U1160 U1150	T103	**A01.1.06 General service availability, information, advice and referral** Providing information, advice or referral about any specific services available to the general public and/or to specific groups.	[insert number of hours]	[insert number of Service Users]
U1150	T333	**DOC4.2.01 Disaster related financial and material assistance** Activities that provide equipment, clothing and household items, meals and transport to meet particular needs in times of crisis or disaster. The equipment can include wheelchairs, household and vehicle modifications and cash grants to purchase such equipment or carry out modifications. It can include food hampers, parcels and vouchers in crisis situations.	N/A	[insert number of Service Users]

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
U1160 U1253	T314	**A01.2.02 Needs assessment and management of case/service plans** Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.	[insert number of hours]	[insert number of Service Users]
U1030	T103 T318 T314	All services must input data and reporting within the Gambling Help Services System	[insert number of hours]	
U1023	T314	**DOC1.2.09 Maintenance and development of cultural links** Activities 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.	[insert number of hours]	[insert number of Service Users]
U1023	T322	**A01.3.04 Providing personal support facilities and/or supervision** Activities provided to ensure the safety of vulnerable people. Activities designed to help people maintain their personal and social survival skills through providing facilities such as but not limited to places for general meetings/social support, supervision of well being, supervision of safety, shows, mail pick-ups and notice boards	[insert number of hours]	[insert number of Service Users]
U1170	T103 T318	**A01.1.04 Adoptions origin information and advice** Providing information, advice or referral about, and assistance to establish contact with, an adopted person aged 18 years or older, and/or members of their birth or adoptive family.	[insert number of hours]	N/A
U1020	T103 T322	**A01.3.04 Provision of personal hygiene facilities and/or supervision**	[insert number of hours]	[insert number of Service Users]

Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users
		Activities provided to ensure the safety of vulnerable people. Activities designed to help people maintain their personal and social survival skills through providing facilities such as places for general meetings/social support, showers, mail pick-ups and notice boards		
U1253	T314	**A01.3.01 Social and personal development** Activities that promote personal and social development and a sense of belonging in the community. These may be provided as structured classes or group activities on various aspects of personal development.	Milestones	

Performance measures

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

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U1150 U1040	T318 T314	**A01.2.08 Counselling, other** Activities that help Service Users to assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.	Number of hours provided during the reporting period	Face to face or telephone time spent with Service Users and time spent on behalf of a Service User or which can be attributed to a Service User. Examples: Two workers provide a session of group counselling that goes for 2 hours. Count as 2 hours. One worker spends one hour writing up case notes for five of the group participants. The other worker spends one hour writing up case notes for the other five participants. Count as 2 hours. Two workers spend one hour planning and preparing material for a group counselling session. Count as 2 hours. A worker spends 30 minutes on the phone with a worker from another service talking about a Service User. Count as 30 minutes. One Service User attends 5, one hour counselling sessions over 5 weeks. Count 5 hours. A worker is preparing file notes and arranging referrals for one hour. Count as 1 hour. A worker discusses a Service User case with a supervisor for 30 minutes. This is time on behalf of a client. Count as 30 minutes. A worker discusses general matters with their supervisor, not specifically related to a Service User. Do **not** count supervision time. A worker attends a morning training session relation to their duties. Do **not** count as part of output hours.

Service User Code	Service Type Code	Output Measures		Counting rules and examples
			Number of Service Users who received a service during the reporting period	A Service User is a distinct individual who has received a service directly relating to the output. Examples: Seven people attend a group counselling session. Count as 7 Service Users. One Service User attends 5 counselling sessions over 5 weeks. Count as one Service User. A family of 4 comes in for a family counselling and support session. Count as 4 Service Users. A family attends the service but only one family member receives counselling. Count as 1 Service User. A person receives an assessment for entry to a service but is deemed not suitable. Count as 1 Service User. A person attends one needs assessment interview and five counselling sessions. Count as 1 Service User. Five people attend a group therapy session. Only two return the following week. Five new people join the group. Count as 10 Service Users. A person emails on behalf of their friend asking for advice and the service provides advice. Count as 1 Service User. Do **not** count a person who only picks up a brochure from the service.
U1023 U1020	T316 T103	**A01.1.06 General service availability, information, advice and referral** Providing information, advice or referral about any specific services available to the general public and/or to specific groups.	Number of hours provided during the reporting period	Count time the service is operating as available to the community. Example: A patrol of 2 workers is operating for a four hour shift. Count as 4 hours.
			Number of Service Users who received a service during the reporting period	Count one for each Service User (distinct individual) who received a service. Examples: A community patrol provides transport for three intoxicated people. Count as 3 Service Users. The patrol stops and talks to a group of 15 intoxicated people, but does not provide assistance, do **not** count these clients.

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U1160 U1150	T103	**A01.1.06 General service availability, information, advice and referral** Providing information, advice or referral about any specific services available to the general public and/or to specific groups	Number of hours provided during the reporting period	Count hours of time service provides information, advice and referral for clients. Examples: A worker spends 30 minutes on the phone with a Service User. Count as 30 minutes. A worker spends 15 minutes arranging a referral for a Service User. Count as 15 minutes. Include hours the worker spends working directly on behalf of a Service User and supporting Service User referrals, whether it be over the telephone or face to face. Do **not** count hits on a website.
			Number of Service Users who received a service during the reporting period	Count one for each Service User that receives information, advice and referral service. Examples: A Service User visits the service and is provided information. Count as one Service User. A person emails on behalf of their friend asking for advice and the service provides advice. Count as one Service User. A person visits the service 4 times and receives assistance each time. Count as one Service User. Do **not** count hits on a website.
U1150	T333	**DOC4.2.01 Disaster related financial and material assistance** Activities that provide equipment, clothing and household items, meals and transport to meet particular needs in times of crisis or disaster. The equipment can include wheelchairs, household and vehicle modifications and cash grants to purchase such equipment or carry out	Number of Service Users who received a service during the reporting period	

Service User Code	Service Type Code	Output Measures		Counting rules and examples
		modifications. It can include food hampers, parcels and vouchers in crisis situations.		
U1160 U1253	T314	**A01.2.02 Needs assessment and management of case/service plans** Activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.	Number of hours provided during the reporting period	Count time spent working directly with and/or on behalf of Service Users. Examples: A worker spends 60 minutes with a Service User to jointly develop a support plan, then spends 15 minutes writing file notes. Count as 75 minutes. A worker spends 30 minutes on the phone with a worker from another service talking about a Service User's support plan. Count as 30 minutes. A worker spends 15 minutes responding to an email asking for information that will inform the Service User's support plan. Count as 15 minutes. Two workers from the service meet with one Service User for 30 minutes to discuss the Service User's support plan. Count as 30 minutes (which is the time the Service User receives the assistance).
			Number of Service Users who received a service during the reporting period	The number of individuals provided with a service in each reporting period. Examples: A worker sees a Service User to 60 minutes to develop a case plan. A week later the worker accompanies the same client to a housing service in relation to their housing needs. Count as one Service User. A Service User attends the service with their partner, and the partner is not eligible to receive the service. Count as one Service User.
U1030	T103 T318 T314	All services must input data and reporting within the Gambling Help Services System	Number of hours provided during the reporting period	

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U1023	T314	**DOC1.2.09 Maintenance and development of cultural links** Activities 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.	Number of hours provided during the reporting period	Count time spent working directly with and/or on behalf of Service Users. Examples: A cell visitor is called to the cells after hours to visit a distressed detainee and then to talk to the detainee's family. Count all time at the watch-house and with the family. Do not count travel time to and from the watch-house.
			Number of Service Users who received a service during the reporting period	Count one for each Service User (distinct individual) who received a service. Examples: A Service User is visited three times. Count 1 Service User. A cell visitor sees four new Service Users and three Service Users they have previously seen. Count 4 Service Users.
U1023	T322	**A01.3.04 Providing personal support facilities and/or supervision** Activities provided to ensure the safety of vulnerable people. Activities designed to help people maintain their personal and social survival skills through providing facilities such as but not limited to places for general meetings/social support, supervision of well being, supervision of safety, shows, mail	Number of places provided during the reporting period	A place is defined as the number of occupied or potentially occupied beds for Service Users who can be provided with a service. A place is counted every time it is used during the reporting period. Example: A service has 10 places but due to low referral numbers, occupied only 8 places during the reporting period. Count as 8 places. A service has 10 places but due to high demand, supported 14 people including providing an overnight place to stay. Count as 14 places and provide details explaining how the service provided the additional places. If a Service User presents at a service and leaves after less than 4 hours do **not** count the place.
			Number of Service Users who received a service during the reporting period	Count one for each distinct individual assisted during the reporting period. Examples: A group of friends bring an intoxicated person into the centre. Count as one Service User. A Service User presents at the centre twice in one reporting period. Count as one Service User. A service has 10 places but due to high demand, supported 14 people over the past day – count 14 Service Users and provide details explaining how the service supported the additional clients.

Service User Code	Service Type Code	Output Measures		Counting rules and examples
		pick-ups and notice boards		
U1170	T103 T318	**A01.1.04 Adoptions origin information and advice** Providing information, advice or referral about, and assistance to establish contact with, an adopted person aged 18 years or older, and/or members of their birth or adoptive family.	Number of hours provided during the reporting period	Count time spent working directly with and/or on behalf of Service Users.
U1253	T314	**A01.3.01 Social and personal development** Activities that promote personal and social development and a sense of belonging in the community. These may be provided as structured classes or group activities on various aspects of personal development.	Milestones	Activities delivered / milestones achieved on an agreed plan to be negotiated.

Service User Code	Service Type Code	Output Measures		Counting rules and examples
U1020	T103 T322	**A01.3.04 Provision of personal hygiene facilities and/or supervision** Activities provided to ensure the safety of vulnerable people. Activities designed to help people maintain their personal and social survival skills through providing facilities such as places for general meetings/social support, showers, mail pick-ups and notice boards	Number of hours provided during the reporting period	Face to face time with Service Users and time spent on behalf of a Service User or which can be attributed to a Service User. Examples: Two workers providing supervision of rest and recovery for a 4 hour shift is counted as four hours. Do not count time spent setting up the rest and recovery area, travel or team meetings. Do not count time spent compiling or entering data for reporting purposes. Do not count time spent in network meetings.
			Number of Service Users who received a service during the reporting	Count one for each Service User that is assisted at the rest and recovery area. A group of friends bring an intoxicated person into the rest and recovery area. Count as one Service User. A Service User presents at the rest and recovery area twice in one evening. Count as one Service User.

Service User Code	Service type code	Throughput Measures		Counting rules and examples
U1150 U1040 U1160	T314	IS150	Number of Service Users with a new case plan developed	Count one for each unique Service User who has a case plan developed in the period. Example: A Service User has completed a needs assessment and requires ongoing support. A counsellor and the Service User jointly identify and document the goals the Service User would like to achieve. A review is planned for three months. Count as one case/support plan. A Service User whose last contact with the service was mid-November makes contact with the service again in mid-March and a further needs assessment is completed. Since the Service User has had contact with the service within the previous full reporting period, the Service Users existing case/support plan stays in effect and would not be counted as an additional case/support plan.
U1160 U1253 U1150 U1040	T318 T314	IS133	Number of existing Service Users	Count 1 for each unique Service User who received a service during the reporting period as a continuation from the previous reporting period. This excludes returning Service Users who were not existing Service users at the beginning of the reporting period. Examples: A service provider had 100 Service Users with case/support plans during the reporting period. Of the 100 - • 70 were continuing from the previous period, • 5 had returned after a break in the service provision but their case/support plans remained open • 25 were new and a case/support plan was developed. Count as 75 Service Users.
U1150 U1040 U1023 U1160	T103	IS136	Number of Service Users who were referred to a service	Count 1 for each unique Service User who was referred to one or more service outlets. Examples: A person receives information, referral and advice as part of their case management plan. Do not count as one occasion, as this is counted under personal support. A service attends a market day and hands out flyers to members of the public. Count as one occasion. A person comes into the service and receives a brochure; on the way out they speak briefly with a staff member. Count as one occasion.

Service User code	Service Type Code		Demographic Measures	Counting rules and examples
U1150 U1160 U1040	T314 T318	GM07	Number of Service Users that had their case plans closed/finalised as a result of the majority of the identified needs being met	Count one for each case/support plan closed/finalised as a result of the majority/all of identified goals/needs being met. Examples: • A case/support plan was developed for a Service User who has been attending the service for the past six months. At a case/support plan review the Service User indicates their goals have been met. The service closes the case/support plan. Count as one Service User.
U1150 U1160	T314	IS142	Number of service users receiving brokerage	Count 1 for each unique service user who received brokerage at least once during the reporting period. Examples: A service user receives brokerage to cover rent arrears and specialist counselling. Count as 1 service user. A service user receives goods/services to support their case plan goals, e.g. rent assistance, school fees/supplies, train fare during the reporting period. Count as 1 service user.

Service User code	Service Type Code	Demographic Measures		Counting rules and examples
U1040	T318 T314	IS205	Number of female Service Users	Count 1 for each unique Service User who identifies as female. Count 1 for each unique female Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
U1040	T318 T314	IS205	Number of male Service Users	Count 1 for each unique Service User who identifies as male. Count 1 for each unique male Service Users (including children and young people) provided with a service during the period where a case/support plan was developed.
U1150 U1040 U1160 U1023	T322 T316 T318 T314	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander	Count 1 for each unique Service User who identifies as Aboriginal and/or Torres Strait Islander. Examples: As part of the development of a case plan the Service User identifies as being of Aboriginal descent. Count as one Service User. A Service User receiving counselling, identifies as being of Torres Strait Islander descent. Count as one Service User.
U1150 U1040 U1160	T322 T316 T318	IS39	Number of Service Users identifying as being from a	Count 1 for each unique Service User who identifies as being from a culturally and linguistically diverse (CALD) background.

Service User code	Service Type Code	Outcome Measures		Counting rules and examples
	T314		culturally and linguistically diverse (CALD) background	Examples: As part of developing a case plan the Service User identifies as being from an ethnic background. Count as one Service User. A Service User receiving counselling, identifies as being of Middle Eastern descent. Count as one Service User.
U1023	T322	Code	Number of Service Users that have shown improvements in being safe and protected from harm	Count 1 for each unique service user who has shown improved safety and protection from harm during the reporting period as evidenced through a recognised client assessment tool or method. While delivering assertive outreach, the service outlet attends with 10 service users who are intoxicated in a public space. Three service users are accompanied to a safe place to sober up. Count as 3 service users. A service user attended a diversion centre to sober up safely. Count as 1 service user.
U1253	U314	Code	Number of Service Users with improved family interactions / connectedness	Count 1 for each unique service user who has shown improved family interactions/ connectedness during the reporting period as evidenced through a recognised client assessment tool or method.
U1150 U1040 U1023 U1160 U1170	T318 T312 T314	Code	Number of Service Users with improved quality of life	Count 1 for each unique service user who has shown evidence of improved quality of life through a recognised client assessment tool. Example: A service user reports that their personal wellbeing has improved as a result of counselling received that addressed their immediate users. Count as 1 service user.
U1023 U1253	T314	Code	Number of Service Users with improved cultural identity / connectedness	Count 1 for each unique service user who has shown improved cultural identity/connectedness during the reporting period as evidenced through a recognised client assessment tool or method. Examples: - A service outlet has arranged a meeting between a service user and an elder in their community. The service user attends the meeting and advises the service provider of the outcome. Count as 1 service user. - Three service users from a culturally and linguistically diverse community group attend a

Service User Code	Service type Code	Code		Counting rules and examples
				group activity that links them with other members of their CALD community. Count as 3 service users.
U1150 U1040 U1023 U1160 U1170	T103 T316	Code	Number of Service Users with improved service access	Count 1 for each unique Service User who has shown evidence of improved service access through a recognised client assessment tool.

Example:
A Service User attends a community event and receives pamphlets and information regarding numerous support services. The Service User reports they are now better informed and able to access services they need to address their issues. Count as one Service User.

A Service User attends the front counter of a service and receives information regarding counselling services. Count as one Service User.

A Service User phones a service and receives verbal advice that connects them to appropriate support services. The Service User indicates that this information has been helpful. Count as one Service User. |

Service User Code	Service type Code	Other Measures		Counting rules and examples
U1023	T314	GM01	Number of occasions that information, advice and referral services were provided (not provided elsewhere)	Count 1 for each occasion of information, advice and referral services were provided.
Example:
A service attends a market day and hands out flyers to members of the public. Count as 1 occasion.

A person phones the service asking about information and advice for their friend. Count as 1 occasion. |
| U1150 U1040 U1030 U1160 U1170 | All | IS61 | Case studies/upload a document | |

U1040 U1160	T318 T314	IS70	Report attached	Complete and upload the report attached as per template provided
All	All	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?	Examples may include new staff member, training; work process enhancement, new referral arrangements, more integrated service delivery, natural disaster diverting resources, etc.

10. Contact information

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

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

11. Other funding and supporting documents

- [Investment Domains Guideline](#)
- [Investment Specifications](#):
    1. Child Protection (Support Services)
    2. Child Protection (Placement Services)
    3. Families
    4. Domestic and Family Violence
    5. Individuals
    6. Young people
    7. Older people
    8. Community
    9. Service System Support and Development
- [Outputs Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)

Report Template

Forgotten Australians

Client Data Collection and Reporting

<table>
<tr><td colspan="3">Service Name:

SEQ / Regional Centre /1800 (circle one)

Service Number:

Quarterly Period: insert start date to insert end date</td></tr>
<tr><td></td><td>Number of clients
(refer to counting rules)</td><td>Comments</td></tr>
<tr><td colspan="3">Age</td></tr>
<tr><td>Born after 1981</td><td></td><td></td></tr>
<tr><td>Born between 1972 and 1981</td><td></td><td></td></tr>
<tr><td>Born between 1952 and 1971</td><td></td><td></td></tr>
<tr><td>Born between 1932 and 1951</td><td></td><td></td></tr>
<tr><td>Born before 1932</td><td></td><td></td></tr>
<tr><td colspan="3">Demographic information</td></tr>
<tr><td>Male</td><td></td><td></td></tr>
<tr><td>Female</td><td></td><td></td></tr>
<tr><td>Number of clients with a disability</td><td></td><td></td></tr>
<tr><td>Number of new clients</td><td></td><td></td></tr>
<tr><td colspan="3">Geographic information – 1800 number only</td></tr>
<tr><td>Brisbane</td><td></td><td></td></tr>
<tr><td>South East Qld</td><td></td><td></td></tr>
<tr><td>Regional Centre</td><td></td><td></td></tr>
<tr><td>Rural or Remote</td><td></td><td></td></tr>
</table>

Activities/events provided to clients in SEQ or Regions		
Mode of delivery	**Number of clients**	Comments
Face to Face		
Phone Calls		
ICT contact		

Additional Information for Report (SEQ and Regional centre only):

1-2 typical client case study/ies (one case study from a regional centre) demonstrating the effectiveness of relationships and coordination of services with other providers linked to client's support plan (max 2 pages per example)
Qualitative report demonstrating how clients are achieving goals through their support plans. This report is to give an overview of all clients on support plans for the reporting period (rather than individual clients as per the case study).
Progress report on the development of a network of preferred providers, for example, number of new services within the networks, and progress made towards protocols and agreements.

Report - Brokerage

	No. of individual clients assisted	Amount of funds used
Purpose of Brokerage		
• Specialist counselling services		
• Other specialist services		
• Preparation of victim impact statements/reports		
• Travel expenses to access activities or services		
• Participation in group, community or networking opportunities		
Total		

Use of Brokerage by locality		
• Brisbane		
• South East Queensland		
• Regional		
• Rural or Remote		
• Interstate		

Use of Brokerage per Output		
• General service availability, information advice and referral		
• Community/community centre-based development and support		
• Individual advocacy		
• Needs assessment and management of case/service plans		

MILESTONE REPORT

Reporting period from: insert start date to insert end date

Resources / tools	Date completed	Date reviewed	Comments
(put description of resources / tools here)			(Please send a copy of the completed resources to your CSO)
(Insert more rows as needed)			

Training / learning and development	Date of activity	Number of participants	Comments
(put description of activity here)			
(Insert more rows as needed)			

Community events	Date of activity	Number of participants	Comments
(put description of activity here)			

Community events	Date of activity	Number of participants	Comments
(Insert more rows as needed)			