Community

Investment Specification

Version: 3.2

Date: December 15, 2020

Queensland
Government

CONTENTS

1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Community has been designated as a funding area to enable community members access to individualised support services to strengthen the social connectedness, participation and resilience of disadvantaged or at-risk community members; and increase broader community awareness of social issues.

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 Community funding area.

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

Investment specifications form part of a hierarchy of funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 12 for more information and links to the investment domains guideline and other associated documents.

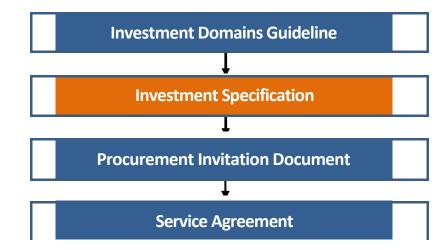*Figure 1 – Funding document hierarchy*

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 invests in prevention and early intervention responses throughout the community to reduce vulnerability and disadvantage.

Communities can be identified in two ways:

- Geographic community – people who live in a defined area;
- Community of interest and/or identity – people who identify and share a similar interest or issue with others (e.g. young people, carers, seniors, culture, or ethnicity).

The department's investment approach is to improve the line of sight from investment through to outcomes. In line with this approach, funding under Community contributes to the following outcomes:

- increased ability for individuals and community groups to participate positively in their community
- improved access to individual support services
- increase public awareness of the needs and issues experienced by vulnerable Queenslanders
- improved liveability, resilience and cohesion in Queensland communities.

2.1 Context

Improvement in *liveability, resilience and cohesion* in Queensland is identified as a key policy objective within the current departmental 2015-2019 Strategic Plan. Supporting communities to become strong, resilient, aware and inclusive has a positive impact on individual, family and community wellbeing. Making connections in the community is also a priority for Queensland.

The department collaborates with all levels of government and non-government providers to deliver responsive and holistic services to disadvantaged communities across the state.

The table below provides an overview of the Service Users and service delivery types within the Community 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).

3. Investment logic

Service users	Service Types	Service Modes	Outputs	Outcomes
People who live in a defined geographical area	Information, advice and referral	Centre based	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Improved access to individual support services
People who identify with and/ or share a similar issue or interest with others	Community Support	Mobile	A07.2.02 Community/community centre-based development, coordination and support	Increased ability for individuals and community groups to participate positively in their community
		Virtual	A07.2.01 Community education	Increased public awareness of the needs and issues experienced by vulnerable Queenslanders

4. Service delivery overview

Service Users	Service types
People who live in a defined geographic area (U4180)	Access - Information, advice and referral (T103)
	Access - Community support (T101)
People who identify with and/or share a similar interest or issue with others. (U4190)	Access – Events (T102)

4.1 Description of service type

Access Services provides support to individuals and community groups to identify and have access to 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 support provided to Service Users under the Community funding area.

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under the Community funding area 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 must:

- operate with low or no entry requirements for Service Users, for example:
  - access and level of service should not be affected by the Service Users ability to pay a service charge
  - rather than excluding Service Users with challenging behaviours, services should develop alternative processes for managing these Service Users (within a risk management framework).
- have processes in place to refer the person to an appropriate alternative service where an organisation is unable to provide services to a person, due to ineligibility or lack of capacity
- undertake appropriate processes to monitor and supervise volunteers. Volunteers must be required to commit to a code of conduct
- develop strong links with Aboriginal and Torres Strait Islander and culturally and linguistically diverse (CALD) organisations and develop strategies to increase engagement with these groups
- the program of activities must be responsive to the identified needs of Service Users and reviewed regularly to ensure that activities are relevant, viable and focused on reducing vulnerability and disadvantage.

5.1.2 Considerations for all services

Nil.

6. Service delivery requirements for specific Service Users

6.1 People who live in a defined geographic area (U4180)

Definition

People who live in a defined geographic area.

Purpose of funding

The service will provide a pathway to access universal community support services and an entry point to more targeted support services as required, for the targeted community.

6.1.1 Requirements

Nil.

6.1.2 Considerations

Nil.

Service delivery mode options:

- Centre-based
- Mobile

- Virtual

6.2 People who identify with and/or share a similar interest or issue with others (U4190)

Definition

People who share a similar interest or issue with others.

Purpose of funding

Provide activities that promote greater public awareness of social issues, and enhance the capacity of individuals and groups for participation, independence and interdependence within the community and for improving the social environment of the community or community interests.

6.2.1 Requirements

Nil.

6.2.2 Considerations

Nil.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7. Service delivery requirements for specific service types

7.1 Access ─ Community support (T101)

Services that enhance community capacity for individuals and groups and promote greater public awareness of social issues.

7.1.1 Requirements ─ Community support

Funded organisations must:

- respond to the identified and emergent needs of the local community with a priority on vulnerable individuals and families within the community
- be flexible and culturally inclusive providing a range of community and centre-based activities.
- provide universal access for the community with a focus on vulnerable individuals, families and populations
- support access to more targeted services
- provide integrated and coordinated responses as part of the local service system
- provide a mixed balance of programs, services and activities
- promote community engagement and connectedness.

7.1.2 Requirements ─ Community support (Flexible Financial Hardship only)

Funded organisations must:

- provide flexible financial hardship support to community members experiencing hardship
- work closely or partner with other local community groups and service providers to:
  - consult and determine the most appropriate criteria and method of assessing donation requests that best meets the needs of your community
  - promote and ensure financial hardship funds are administered to identified community members in a responsible and accountable manner
  - ensure donations contribute to the economy of the local community where possible through local vendors
  - manage funds, accountable record keeping and provide a final report.

7.1.3 Considerations ─ Community support

- Services may provide community education targeting particular groups within their community to support awareness and understanding of a social issue to that particular group.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.2 Access ─ Events (T102)

Services that organise and hold events that relate to a particular community issue. The purpose of the event may be to provide information about a community issue/s and include activities aimed at a target group.

7.2.1 Requirements ─ Events

Funded organisations must:

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

7.2.2 Considerations — Events

Nil

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.3 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.

7.3.1 Requirements — Information, advice and referral

- Funded organisations providing information, advice and referral to Service Users are responsible for ensuring that all information and referral sources are up to date and accurate.

7.3.2 Considerations — Information, advice and referral

- 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. Advice should explain the 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 that 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 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 needs and matching needs to relevant information sources.

8. Service modes

There are no specific service mode requirements.

9. Deliverables and performance measures

The following deliverables and performance measures are funded under the Community funding area. The service agreement will identify the relevant outputs and measures for each service outlet, the quantum to be delivered and the range of measures to be collected and reported.

COUNTING RULES, DESCRIPTORS AND REPORTING EXAMPLES: For counting rules, detailed descriptors and examples please refer to the Outputs & Performance Measures Catalogue *Version 1*

OUTCOME MEASUREMENT: All quantitative reporting on outcome measures can be supplemented with **optional** qualitative evidence.

Service Users	Service Types	Outputs
U4180 – People who live in a defined geographic area **U4190 –** People who identify with and/or share a similar interest or issue with others	**T101** - Access – Community Support **T102** – Access - Events **T103 –** Access Information advice and referral	**A01.1.06** – Information, advice, individual advocacy, engagement and/or referral **A07.2.01** – Community Education **A07.2.02 –** Community/community centre-based development, coordination and support

The following information relates to information found in items 6.2 and 7.1 in a Service Agreement or 6.2 and 9.1 in a Short Form Service Agreement

U4180 - People who live in a defined geographic area

Relates to Item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to Item 7.1 or 9.1 of the agreement	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4180	T101	**A01.1.06** Information, advice, individual advocacy, engagement and/or referral	Number of hours	Number of Service Users	**A01.1.06**	Number of hours provided during the reporting period
U4180	T102					
U4180	T103					Number of Service Users who received a service during the reporting period
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4180	T101	**A07.2.01** Community education	Milestones	NA	**A07.2.01**	Milestones
U4180	T102					
U4180	T103					
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4180	T101	**A07.2.02** Community/ community centre-based development, coordination and support	Milestones	NA	**A07.2.02**	Report - Milestones
U4180	T102					
U4180	T103					

Relates to Item 7.1 or 9.1 of the agreement			
Service User Code	**Service Type Code**	**Throughput Measure**	
U4180	T101	**IS136**	Number of Service Users who were referred to a service
U4180	T102		
U4180	T103		
U4180	T101	**IS147**	Number of Service Users who received a service
U4180	T102		
U4180	T103		
Service User Code	**Service Type Code**	**Demographic Measure**	
U4180	T101	NA	NA
U4180	T102		
U4180	T103		
Service User Code	**Service Type Code**	**Outcome Measure**	
U4180	T101	**OM2.1.05**	Number of Service Users with improved ability to access appropriate services
U4180	T102		
U4180	T103		
U4180	T101	**OM2.1.06**	Number of Service Users with improved social connectedness
U4180	T102		
U4180	T103		
U4180	T101	**OM2.1.04**	Number of Service Users with improved quality of life

Service User Code	Service Type Code	Other Measure	
U4180	T101	**GM01**	Number of occasions that information, advice and referral services were provided (not provided elsewhere)
U4180	T102		
U4180	T103		
U4180	T101	**IS70**	Complete and upload the report as per the template provided
U4180	T102		
U4180	T103		
U4180	T101	**GM16**	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U4180	T102		
U4180	T103		

U4190 - People who identify with and/or share a similar interest or issue with others

Relates to Item 6.2 & 7.1 or 9.1 of the agreement		Relates to item 6.2 of the agreement			Relates to Item 7.1 or 9.1 of the agreement	
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4190	T101	**A01.1.06** Information, advice, individual advocacy, engagement and/or	Number of hours	Number of Service Users	**A01.1.06**	Number of hours provided during the reporting period
U4190	T102					
U4190	T103					Number of Service Users who received a service during the reporting period
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4190	T101	**A07.2.01** Community Education	Number of hours	Number of Service Users	**A07.2.01**	Number of hours provided during the reporting period
U4190	T102					
U4190	T103					Number of Service Users who received a service during the reporting period
Service User Code	**Service Type Code**	**Output**	**Quantity per annum**	**Number of Service Users**	**Output Measures**	
U4190	T101	**A07.2.02** Community/ community centre-based development, coordination and support	Number of hours	Number of Service Users	**A07.2.02**	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U4190	T101	**A07.2.02** Community/ community centre-based development, coordination and support	Milestones	NA	**A07.2.02**	Report - Milestones
U4190	T102					
U4190	T103					

Relates to Item 7.1 or 9.1 of the agreement			
Service User Code	**Service Type Code**	**Throughput Measure**	
U4190	T101	**IS136**	Number of Service Users who were referred to a service
U4190	T102		
U4190	T103		
U4190	T101	**IS147**	Number of Service Users who received a service
U4190	T102		
U4190	T103		
Service User Code	**Service Type Code**	**Demographic Measure**	
U4190	T101	**IS35**	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U4190	T102		
		IS39	Number of Service Users identifying a being from a culturally and linguistically diverse (CALD) background
U4190	T103		
Service User Code	**Service Type Code**	**Outcome Measure**	
U4190	T101	**OM2.1.05**	Number of Service Users with improved ability to access appropriate services
U4190	T102		
U4190	T103		
U4190	T101	**OM2.1.06**	Number of Service Users with improved social connectedness
U4190	T102		
U4190	T103		
Service User Code	**Service Type Code**	**Other Measure**	
U4190	T101	**GM01**	Number of occasions that information, advice and referral services were provided (not provided elsewhere)
U4190	T102		
U4190	T103		
U4190	T101	**IS70**	Complete and upload the report as per the template provided

U4190	T102		
U4190	T103		
U4190	T101	**GM16**	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U4190	T102		
U4190	T103		

10. Other Information

For further information regarding this investment specification, please contact Community Services Statewide Operations.

1. Individuals

2. Older people

3. Community

4. Service System Support and Development

Note the following Templates and Reports will require consultation with Community Services Statewide Operations regarding currency. These documents are currently under review and may be impacted by the introduction of P2i.

Report – Milestones (Neighbourhood Centres)

Service Name:
Service number:
Reporting period from: insert start date   insert end date

(Note: Required targets to be negotiated and inserted below then delete this note)

A minimum of (Insert No. here) projects, (Insert No. here) events and (Insert No. here) resources are required over a 12 month period.

Milestone: Projects

Complete the table below for each project undertaken during the reporting period. Copy and paste as required.

Name of project:	
Issue/process used to identify issue:	
Purpose of project:	
Description of project:	
Number of participants:	
Evaluation, including but not limited to: • benefits for participants • feedback from participants if relevant:	

Milestone: Resources and Tools

Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

Name of resource/ tool:	
Issue/process to identify issue: Purpose of resource/tool:	
Description of resource/tool and development process: Implementation/use/distribution:	
Feedback/evaluation:	

Milestone: Events

Complete the table below for each event delivered during the reporting period. Copy and paste as required.

Name of event:	
Issue/process to identify issue:	
Purpose of event:	
Description of event:	
Location of activity/event:	
Target group/number of participants:	
Evaluation, including but not limited to: • benefits for participants • reflections/learnings/ achievements • feedback from participants if relevant:	
Funding awarded (if applicable) e.g: Number of applications received; number of grants awarded (who and how much)	
Sponsorship (if applicable) e.g: details of local sponsorship received including who from and quantity; umbrella sponsorship received including who from and quantity)	

Report – Milestones (Seniors Week)

Service Number: 511332

Seniors Week – Annual Report

Reporting period: from 1 January 20 to 31 October 20

Provide details including a review and statistical
summary of Seniors Week and an analytical overview
of reflections and opportunities for continuous
improvement.

Output	Report	Details

A07.2.01 Community Education	• **Events/activities**	• List of events/activities including:
		   > Purpose of event
		   > Location
		   > Approximately how many attendees, including
		       • CALD
		       • ATSI
		   > Type of event and name of organisation who led the event/activity
		   > Known achievements

	• **Funding awarded**	• Number of applications received • Number of grants awarded (who and how much)
	• **Sponsorship**	• Details of local sponsorship received including who from and quantity • Umbrella sponsorship received including who from and quantity
	• **Reflections/Learnings**	• Details regarding what was learnt, key reflections and opportunities.

Report – Reducing Demand Services

Service Name:

Service Number:

Reporting period from: Insert start date to insert end date

Activity	Details
Purpose of the activity:	
Description of the activity (structured classes/group activity):	
Location of the activity.	
Target group / number of participants: (i.e. Men or women)	
Name the outcomes achieved by the activity (What are the benefits for the clients?)	

Report – Service Delivery – Community Connect Trial

Service Name: **Service Number:**
Quarterly Reporting Period: <<June September December March>> <<Year>>
Who completed this report: <<Community Connect worker or someone else>> <<Telephone #>>
Time taken to complete this report: <<Minutes>>

All sections of the report must be completed.
A Client can be an individual or a family.
Do <u>not</u> provide identifying information about clients (Service Users) on this report.
CCW refers to a Community Connect worker.

CLASSIFICATION OF CLIENTS

Category[a]	No.	Category[a]	No.	Category[a]	No.
Male adult	<<#>>	Family (parent/s or grandparent/s and children)	<<#>>	Resides <5km (from neighbourhood centre)	<<#>>
Female adult	<<#>>	Aboriginal (stated)	<<#>>	Resides 6-10km	<<#>>
Youth (11-18 years)	<<#>>	Torres Strait Islander (stated)	<<#>>	Resides >11km	<<#>>
Child (up to 10 years)	<<#>>	Required an interpreter	<<#>>	Homeless	<<#>>

(a) Some clients may be classified by multiple categories. Do <u>not</u> count unique

clients. **CLIENTS REFERRED TO A SERVICE TYPE** (by CCW

Service type[b]	No.	Service type[b]	No.	Service type[b]	No.
e.g. Financial adviser	3		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>
	<<#>>		<<#>>		<<#>>

(b) Some clients may have multiple referrals or no referrals. Do <u>not</u> count unique clients.

CONTACT MODE

Method	Est.	Method	Est.
Personal contact (1st visit)	<<%>>	Email	<<%>>
Personal (subsequent visits)	<<%>>	Skype/Facetime	<<%>>
Telephone	<<%>>	Outreach (client's home, etc.)	<<%>>
SMS/Text	<<%>>	Other:	<<%>>

MAIN SOURCE OF CLIENTS (referred to Community Connect)

Source	Est.	Source	Est.
Neighbourhood centre	<<%>>	Self-referral	<<%>>
External service provider	<<%>>	Family, friend or carer	<<%>>

PROMOTION (only complete if applicable)

Activity	Materials
e.g. Email sent to local services/supports	e.g. Community Connect flyers

QUARTERLY SUMMARY

Total number of potential clients seeking support through CCW (accepted **and** not accepted)	Individuals: <<#>> Families: <<#>>
Total number of **unique** clients **accepted** by CCW	Individuals: <<#>> Families: <<#>>
Number of **unique** clients supported **only** by CCW(c)	Individuals: <<#>> Families: <<#>>
Number of Service Users seeking **additional**(d) support from Community Connect Worker	**Existing** issue or problem: <<#>> **New** issue or problem: <<#>>
Community Connect usage trends (increasing, declining, emerging)	
Other comments	

(c) The CCW did not refer the client to any supports or services.
(d) This would only occur if the CCW completed all support based on assessed need, disengaged with the client, and the client re-established contact seeking additional support.

Report – Brokerage Expenditure – Community Connect Trial

Service Name: **Service Number:**
Quarterly Reporting Period: <<June September December March>> <<Year>>
Who completed this report: << Community Connect worker or someone else>> <<Telephone #>>
Time taken to complete this report: <<Minutes>>

All sections of the report must be completed.
Client can be an individual or a family.
Do not provide identifying information about clients (Service Users) on this report.

MOST COMMON PURCHASES

Item purchased	#		#
e.g. $10 Phone cards	4		

QUARTERLY SUMMARY

Total brokerage expenditure	$
Total number of **unique** clients who received brokerage	
Total number of **unique** brokerage payments made*	Individuals: <<#>> Families: <<#>>
Brokerage usage trends	
Other comments	

* Some clients may have more than one assessed need that results in expenditure. Some clients may not require brokerage.

Report – Case Study – Community Connect Trial

Service Name: **Service Number:**
Half-Yearly Reporting Period: <<June December >> <<Year>>
Who completed this report: <<Community Connect worker or someone else>> <<Telephone #>>
Time taken to complete this report: <<Minutes>>
Case Study Ref: <<Your Ref>>

Report on a minimum of <u>one</u> Case Study. Up to three case studies will be accepted if they demonstrate different situations and outcomes. Each case study should be submitted on a separate form.
Case study should be a brief summary of the client's situation, assessment, and outcomes.

Client can be an individual or a family. Do <u>not</u> provide identifying information about Service Users (clients) on this report.

Client background: Issues identified: Action/Referrals: Client outcomes:

Estimated hours: <<Direct contact #>> / << Indirect support #>>

Mode of contact: F2F Office ☐ F2F Outreach ☐ Telephone ☐ Email ☐ Group work ☐ **Brokerage funds used:** Yes ☐ No ☐ Declined by client ☐

Optional comments:

Report Template – IS70 Qualitative evidence to supplement outcome measure (OPTIONAL)

Please make sure any information provided regarding Service Users is de-identified. Keep word length to 250 words.

Reporting period from: insert start date to insert end date

Outcome measure: insert measure

Supplementary qualitative evidence to outcome measure:

[insert here]

Report – Milestones: Community Drought Support

Service Name: (*Insert Name*) – Community Drought Support

Service Number: (*Insert No.*)

Region/s:

Report Due: **Date Report Completed: (*Insert Date*)**

This grant has been administered under the Community Drought Support Package and was to provide support initiatives to strengthen the resilience of drought-affected Queenslanders by revitalising existing community support mechanisms within defined geographic regions.

If more than one support measure was undertaken, please complete the sections relevant to the support measures delivered as outlined in your approved grant application.

Community support activities and events	
Support Measure	Coordinate the distribution of funds to local community organisations in drought declared communities who will provide the delivery of a range of local community events and activities that contribute to connectedness, social well-being and increase access to support services.
Support Outcomes	Please provide details of : - the number and types of events/activities delivered in the local government area - who coordinated/delivered the events/activities - the estimated number of community members affected by drought that participated in each event/activity that benefited from the grant - any qualitative information made available relating to the benefits and difference this has made for community members - details of any local marketing or media for good news stories
Budget	Please provide a brief breakdown of how funds were expended including any contributing funds from other sources

Community drought support planning/implementation	
Support Measure	Developed and/or implemented a Community Drought Resilience Plan through Community Drought Support Committees, ensuring inclusive local community representation, or value add to existing local community Drought Committee structures Identify if a there is a community need for a Community Drought Resilience Plan and if so facilitate the development of the plan in consultation with relevant community and support service representatives
Support Outcomes	Please attach a copy of the Community Drought Resilience Plan and provide details including: - how the plan was developed - an overview of who provided input into the plan - how the implementation of the plan is/will be managed
Budget	Please provide a brief breakdown of how funds were expended including any contributing funds from other sources

Community flexible financial hardship support	
Support Measure	Provide flexible financial hardship support to community members experiencing hardship in the drought declared communities within the local government catchment area.
Support Outcomes	- the estimated number of community members affected by drought that received financial assistance - any qualitative information made available relating to the difference this has made for community members who receive a donation - Details of any local marketing or media or good news stories
Budget	Please provide amount of total funds expended for flexible financial hardship support and amount retained by the distributing body for administration costs

Other Feedback	Please provide any other feedback you think is relevant to inform future drought support should it become available