

# Service System Support and Development

## Investment Specification

**Version:** 3.2

**Date:** 15 December 2020

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# 1. Introduction

In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Service System Support and Development has been designated as a funding area to help strengthen the capability of Service Users delivering frontline services on behalf of the Queensland Government and to support improved outcomes for Service User clients\*.

\*The term 'Service User' has been used throughout this specification to refer to organisations delivering community services funded by the Queensland Government, (i.e. small, medium and large organisations; organisations in metropolitan, rural, regional and remote areas; generalist and niche providers; Indigenous organisations). However, in response to current service system reforms, capability building and information sharing, activities may be extended to include Service User clients, families and carers (e.g. introduction of client-directed service delivery).

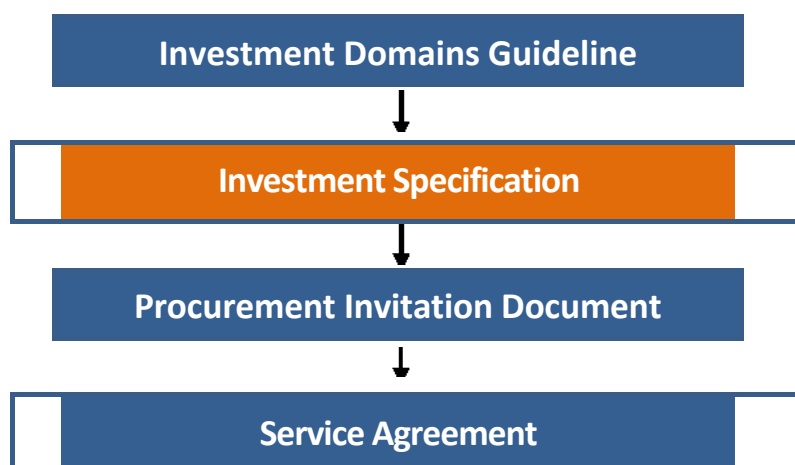
## 1.1 Purpose of the investment specification

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 procured under the Service System Support and Development funding area.

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

To safeguard service delivery and support quality outcomes, government recognises the need to ensure that the service system is sustainable, efficient and effective. To this end, the department invests in the delivery of peak services and other activities (e.g. workforce development and training) under Service System Support and Development to strengthen organisations delivering community services funded by the Queensland Government.

Government funds organisations, including peak bodies and representative networks, to deliver these services as they are often closer to, and representative of, Service Users and their clients and can provide insights and expertise in relation to their needs and circumstances.

The department’s investment approach is to improve the line of sight from investment through to outcomes identified in Section 3.

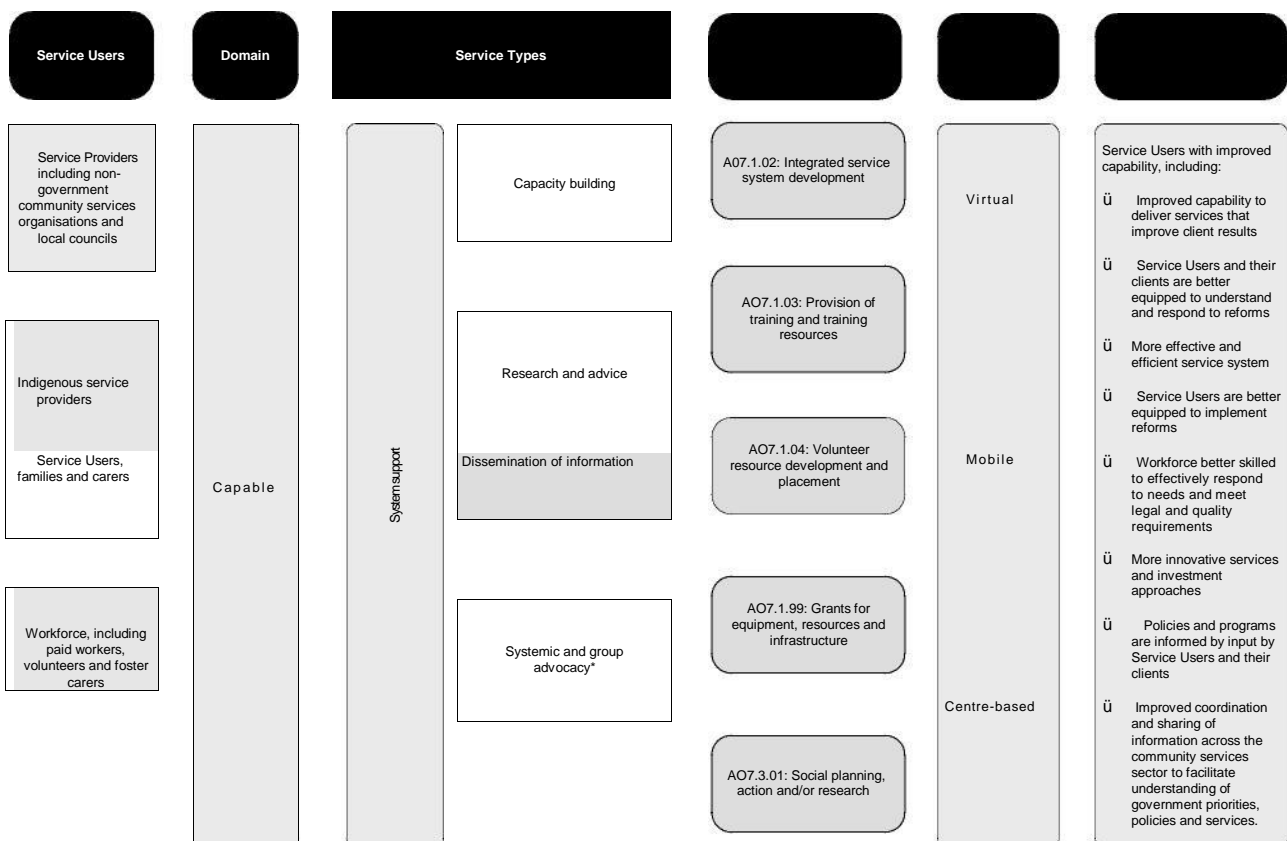
## 2.1 Context

Government relies on Service Users to deliver essential frontline child safety, disability and community services. The department is one of the largest investors in these organisations across government, with approximately two-thirds of the department’s total budget invested in services delivered through Service Users.

The department needs to be confident that the Service Users it contracts are strong and viable and are able to deliver effective and efficient services that meet the needs of their clients. The department also needs to be confident that the services it funds Service Users to deliver are provided by staff who have the right skills and qualifications to address changing needs of their clients, and meet the necessary quality and legal standards.

Service Users are facing a number of workforce challenges which are affecting their ability to deliver frontline services, including labour and skills shortages, high turnover rates and low levels of workers with relevant qualifications. Major reforms and the move towards more client choice and control, also require workers to develop new skills and capabilities.

## 3. Investment logic



\*Advocacy services will not be routinely purchased by the department. For eligible services see Section 7.4. The department acknowledges that peak bodies may choose to deliver advocacy services on behalf of members, using alternative funding sources. (e.g. membership fees).

The service types are derived from the department’s Peak Purchasing Framework, which was endorsed by the Senior Executive Team in 2013.

## 4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Service System Support and Development 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
Service Providers including NGOs and local councils – Industry(U5230);	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)
Indigenous service providers - Industry (U5233);	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)
Workforce including paid workers, volunteers and foster carers – Industry (U5235);	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)
Services Users, families and carers – Industry (U6010);	System Support - Capability building (T440) System Support - Research and advice (T443) System Support – Dissemination of information (T441) System Support - Systemic and group advocacy and representation to government and other decision makers (T446)

### 4.1 Description of service type

Service delivery under Service System Support and Development is under the System Support service type. System Support services assist Service Users and their workers to improve their capability to deliver better services both as individual agencies and collectively as a system. System Support services also deliver improved social policy and service system capacity.

The service types in Section 7 provide details of the range of System Support services provided under Service System Support and Development.

# 5. Service delivery requirements for all services

## 5.1 General information for all services

Services that are funded under Service System Support and Development must comply with the relevant statements under the heading 'Requirements', as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the heading '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

Services funded under the Service System Support and Development specifications must deliver against one or more of the strategic priorities of the department as listed below:

- more innovative solutions
- better customer service and results
- smarter investment
- simpler processes
- stronger partnerships
- dynamic workforce.

### 5.1.2 Considerations for all services

Organisations funded to deliver Service System Support and Development services, should demonstrate:

- effective state wide mechanisms for engaging with and representing the views of Service Users and communities
- wide membership which reflects the diversity of services, organisations and views across Service Users
- the capability to work cooperatively and effectively with Service Users and government agencies
- the capability to provide high-quality evidence-based input to government and sector policy and program and service development
- deliver effective, efficient and value-for-money services and ensure the best possible outcomes are achieved within the available funding
- meet the diverse needs of Service Users
- a preparedness to sign up to an agreement that specifies mutually agreed outputs and outcomes to be delivered with departmental funds.

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

### **6.1 Service providers including non-government organisations (NGOs) and local councils - Industry (U5230)**

#### *Definition*

Organisations that deliver community services on behalf of the state government, including for-profit and not-for-profit community service organisations and local councils.

### **6.2 Indigenous service providers - Industry (U5233)**

#### *Definition*

Indigenous organisations that deliver community services on behalf of the state government.

### **6.3 Workforce including paid workers, volunteers and foster carers – Industry (U5235)**

#### *Definition*

Paid and unpaid staff, including frontline workers, foster carers, management and administrative staff, and members of management committees and governance boards.

### **6.4 Service Users, families and carers (U6010)**

#### *Definition*

Service Users who are receiving or who are eligible to receive frontline government and/or NGO services. This group may include people with disability, families and carers of people with disability, and both formal (paid)/ and informal (unpaid) support networks.

# 7. Service delivery requirements for specific Service types

Core Service System Support and Development service types that will be funded are:

- System Support - capability building
- System Support - research and advice
- System Support - dissemination of information.

One additional Service System Support and Development service type will not be part of standard purchasing arrangements but may be purchased on an as-needs basis when deemed necessary:

- Systemic and group advocacy

Sections 7.1–7.4 below define these service types and provide further details about eligible activities, requirements and products.

## 7.1 System Support – Capability building (T440)

### *Definition*

Services that enhance service system capacity to identify and better respond to the needs of clients.

Services that support Service Users to increase their ability, capacity, effectiveness and efficiency.

Services that help Service Users to increase their knowledge and skills and to better understand, respond to and implement reforms.

### *Purpose of funding*

Support improved effectiveness and efficiency of services and improved results for clients.

### *Activities*

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Products/milestones may include events (workshops, conferences or seminars, either online or face-to-face), and resources to upskill workers and volunteers or clients, carers and families.
- Deliverables may consist of more complex projects entailing both resource development and the delivery of training events using these resources.
- Projects may include activities such as targeted, one-on-one assistance and the provision of expert or technical advice to support, for example, service integration, planning and implementation, the development of new programs and service delivery models, the review of business processes and the identification of cost-reduction strategies.
- In the case of training, it should be specified whether it is to be accredited or non-accredited and which qualifications or skills sets are to be delivered. Targets may also be set, for example, the percentage of Indigenous workers or organisations to be targeted or the retention and completion rate for training.

### 7.1.1 Requirements – Capability building

Capability Building outputs delivered must meet the diverse and specific needs of Service Users. Where a specific cohort is not identified, events and/or resources must be accessible and relevant to the diverse needs of Service Users.

Where a specific cohort is identified, events and/or resources must be tailored to meet the specific needs of this group. For example:



- for capability building activities for vision impaired customers, resources and training events must include appropriate options such as braille and screen reader options
- capability building for workers in small to medium Indigenous Service Users in regional, rural and remote communities must be culturally appropriate and must be appropriate to the specific circumstances and issues that impact on organisations in these locations.

When developing capability building tools, it will be necessary to seek the department's endorsement of final products before they are published and distributed.

## **7.2 System Support – Dissemination of information (T441)**

### *Definition*

Services that coordinate the sharing of information across the community services sector and/or local government to support improved and consistent understanding of government priorities, policies and services. Services that facilitate communication and engagement with Service Users and their clients across the state to improve policies, programs and services. 'Disseminating information' usually involves a funded peak body distributing information provided, or nominated, by the department to Service Users. Dissemination of information generally means distributing information or tools which have been developed and provided by the department or another body. Where development of new resources is required, this would be a research or capability building service.

### *Purpose of funding*

Coordinate the sharing of information across Service Users to support improved and consistent understanding of government priorities and policies and services.

### *Activities*

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Activities may include distributing information provided by the department on policies, programs, services, strategies, activities or decisions via mail outs or the contracted organisation's website or newsletters.

### **7.2.1 Requirements – Dissemination of information**

In delivering Dissemination of information, the contracted organisation must demonstrate capability to effectively reach the full breadth of Service Users.

Where a specific cohort is not identified, information updates and tools must be accessible and relevant to the diverse needs of Service Users.

Where a specific cohort is identified, communication must be tailored to meet the specific needs of this group. For example:

- consultation and communication with Aboriginal and Torres Strait Islander or culturally and linguistically diverse Service Users, communities and workers must be culturally appropriate
- information for vision impaired Service Users should include appropriate options such as braille and screen reader options.

When undertaking information dissemination activities on behalf of the department, the organisation will ensure that content is endorsed by department and/or is consistent with messages provided by the department.

Quarterly reports on information dissemination activities are to include what type of tools were distributed, to which Service Users, through which mechanisms, in which locations and when.

## 7.3 System Support – Research and advice (T443)

### *Definition*

Services that inform the development of policies and programs which effectively respond to the needs of Service Users and their clients. Services that help the department and the service system to identify changing client and community need and evidence-based, quality practices which respond to these needs. Services that support government to identify policies and/or aspects of the service system that are not working effectively and efficiently and assist government to identify workable solutions to these issues within resource constraints.

Research and advice relates to activities that are initiated by the department on topics that are specified by the department, and agreed to by contracted providers through the signing of the service agreement. 'Providing advice' usually involves a funded peak body facilitating timely and cost-effective engagement and two-way communication with Service Users, their clients and sector experts and then providing information to the department or stakeholders on topics that the department has nominated.

### *Purpose of funding*

Support the development of policies and programs that effectively respond to the needs of Service Users and their clients.

Facilitate engagement and collaborative input with Service Users and their clients across the state to improve policies, programs and services.

### *Activities*

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- Outputs/milestones may include research reports, papers, case studies and the provision of verbal advice at strategic meetings with government stakeholders.
- Where appropriate/possible, methodology and expectations should be clearly articulated to ensure products delivered are valid, targeted and useful. For example, it should be specified whether research reports and papers are to be based on a review of national/international literature and/or based on data, information and examples collated from across stakeholder groups. Where relevant, it should be specified whether a certain part of the sector is to be engaged or whether a diverse cross-section of the sector should be represented. To ensure research and advice outputs are applicable to the Queensland context, it may also be specified that local responses are to be documented.
- To ensure outputs are useful and aligned with the department's needs and expectations, it is also possible to step out deliverables and specify, for example, that a project plan and methodology are preliminary outputs and that once these have been endorsed by the department, a draft report and final report are to be delivered.

### 7.3.1 Requirements – Research and advice

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

## 7.4 System Support – Systemic and group advocacy (T446)

### *Definition*

This service is not part of the standard purchasing arrangements and is only to be purchased on an as-needs basis when deemed necessary and should only be for a stand-alone item or time-limited period. The department acknowledges that peak bodies may choose to deliver system, individual or group advocacy services on behalf of its members, but these services will not be routinely purchased by the department.

Systemic and group advocacy promotes system-wide quality of service provision by identifying system failures, working towards change, promoting public awareness of service issues, and promoting the interests of particular groups such as foster carers. Systemic and group advocacy activities aim to change or maintain

existing social policies and programs by taking community action on, or providing information to appropriate organisations about, social policy issues of relevance to the general public or to specific groups.

Advocacy often involves presenting information and making representations to a range of stakeholders, including government and other decision-makers, on topics that the sector, the peak body or customers have **nominated. In this way it differs from 'research and advice' where the department will specify topics (see Section 7.2).**

#### *Purpose of funding*

Promote system-wide service quality, identify system failures, identify solutions for responding to issues/failures, promote public awareness of service issues, and promote the interests of particular Service User or client groups.

#### *Activities*

To guide the contracting of services, below are some examples of activities that are eligible for funding under this service type:

- In the case of child safety services, group advocacy may be purchased so that representative networks can identify practice and policy issues impacting on the quality of care provided by foster carers.
- With regards to system or group advocacy, the department may specify in the agreement the activities or products it wishes to purchase, but would leave topics or actions open to be determined through stakeholder engagement (e.g. a report on issues as identified by the group or a project actioning ideas from the customer group). A relevant example may be a campaign to advocate Service User or client concerns/needs to a broad range of stakeholders (e.g. a campaign to encourage concessions for seniors or low-income earners).

## 8. Service modes

*Services delivery mode options:*

- Centre-based
- Mobile
- Virtual

When determining mode of delivery, consideration should be given to equitable access, cost-effectiveness and reach. For example, to ensure cost-effectiveness and equity of access to capability building activities for regional, rural and remote organisations and workers, online seminars may be more appropriate. However, a mix of modes may also be appropriate, (e.g. majority virtual with some mobile) so that workers have the opportunity to participate in face-to-face capability building and have the opportunity to network and collaborate with other service providers.

### **Virtual**

Virtual delivery may include online seminars (webinars), disseminating and collecting information via email and 'e-blasts', and hosting resources online to facilitate state wide access.

### **Mobile**

This includes the funded provider going specifically to the premises of a Service User to provide targeted one-on-one support and/or the delivery of workshops in locations across the state to facilitate state wide reach and participation.

### **Centre-based**

Services delivered from the premises of the Service User. This may include undertaking desktop research and developing reports and/or hosting information sharing or capability building events at their own premises.

## 9. Deliverables and performance measures

The following deliverables and performance measures are funded under the Service System and Support Development 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 and Performance [Catalogue \(Version 1\)](#).

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

Service Users	Service Types	Outputs
<p><b>U5230</b> - Service providers including NGO's and local councils – Industry</p> <p><b>U5233</b> - Indigenous service providers – Industry</p> <p><b>U5235</b> - Workforce including paid workers, volunteers and foster carers – Industry</p> <p><b>U6010</b> – Service Users, families and carers</p>	<p><b>T440</b> - System support – Capability building</p> <p><b>T441</b> - System support – Dissemination of information</p> <p><b>T443</b> – System support – Research and advice</p> <p><b>T446</b> – System support – Systemic and group advocacy and representation to government and other decisions makers</p>	<p><b>A07.1.02</b> - Integrated Service System Development</p> <p><b>A07.1.03</b> - Provision of training and training resources</p> <p><b>A07.1.04</b> - Volunteer resource development and placement</p> <p><b>A07.3.01</b> - Social planning, action and/or research</p> <p><b>A07.1.99</b> – Grants for equipment, resources and infrastructure</p>

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

**U5230 - Service providers including NGO's and local councils – Industry**

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	
U5230	T440	A07.1.02 Integrated service system development	Milestones	NA	A07.1.02	Milestones
	T441					
	T443					
U5230	T440	A07.1.03 Provision of training and training resources	Milestones	NA	A07.1.03	Milestones
U5230	T440	A07.01.04 Volunteer resource development and	Milestones	NA	A07.1.04	Milestones
U5230	T440	A07.3.01 Social planning, action and/or research	Milestones	NA	A07.3.01	Milestones
U5230	T443					
U5230	T446					
U5230	T440	A07.1.99 Grants for equipment, resources and infrastructure	Milestones	NA	A07.1.99	Milestones

<b>Relates to item 7.1 or 9.1 of the Agreement</b>			
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Throughput Measure</b>	
U5230	T440	IS134	Number of Service Users engaged
U5230	T443		
U5230	T446		
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Measure</b>	
U5230	T440	NA	NA
U5230	T441		
U5230	T443		
U5230	T446		
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
U5230	T440	OM2.1.07	Number of Service Users with improved capability
U5230	T446		
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
U5230	T440	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U5230	T441		
U5230	T443		
U5230	T446		

**U5233 - Indigenous service providers– Industry**

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	
U5233	T440	A07.1.02 Integrated service system development	Milestones	NA	A07.1.02	Milestones
U5233	T441					
U5233	T443					
U5233	T440	A07.1.03 Provision of training and training resources	Milestones	NA	A07.1.03	Milestones
U5233	T440	A07.1.04 Volunteer resource development and placement	Milestones	NA	A07.1.04	Milestones
U5230	T440	A07.3.01 Social planning, action and/or research	Milestones	NA	A07.3.01	Milestones
U5230	T443					
U5230	T446					

Relates to item 7.1 or 9.1 of the Agreement						
Service User Code	Service Type Code	Throughput Measure				
U5233	T440	IS134	Number of Service Users engaged			
U5233	T443					
U5233	T446					



<b>Service User Code</b>	<b>Service Type Code</b>	<b>Demographic Measure</b>	
<b>U5233</b>	T440	NA	NA
<b>U5233</b>	T441		
<b>U5233</b>	T443		
<b>U5233</b>	T443		
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
<b>U5233</b>	T440	<b>OM2.1.07</b>	Number of Service Users with improved capability
<b>U5233</b>	T443		
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U5233</b>	T440	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
<b>U5233</b>	T441		
<b>U5233</b>	T443		

**U5235 - Workforce including paid workers, volunteers and foster carers – – Industry**

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	
U5235	T440	A07.1.02 Integrated service system development	Milestones	NA	A07.1.02	Milestones
U5235	T441					
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U5235	T440	A07.1.03 Provision of training and training resources	Milestones	NA	A07.1.03	Milestones
Service User Code	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U5235	T440	A07.1.04 Volunteer resource development and placement	Milestones	NA	A07.1.04	Milestones
U5235	T446	A07.3.01 Social planning, action and/or research	Milestones	NA	A07.3.01	Milestones

Relates to item 7.1 or 9.1 of the Agreement						
Service User Code	Service Type Code	Throughput Measure				
U5235	T440	IS134	Number of Service Users engaged			
U5235	T446					

Service User Code	Service Type Code	Demographic Measure	
U5235	T440	NA	NA
U5235	T441		
U5235	T446		

Service User Code	Service Type Code	Outcome Measure	
U5235	T440	OM2.1.07	Number of Service Users with improved capability
Service User Code	Service Type Code	Other Measure	
U5235	T440	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
U5235	T441		
U5235	T446		

**U6010- Service users, families and carers**

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	
U6010	T446	A07.3.01 Social planning, action and/or research	Milestones	NA	A07.3.01	Milestones
Relates to item 7.1 or 9.1 of the Agreement						
Service User Code	Service Type Code	Throughput Measure				
U6010	T446	IS134	Number of Service Users engaged			
Service User Code	Service Type Code	Demographic Measure				
U6010	T446	NA	NA			
Service User Code	Service Type Code	Outcome Measure				
U6010	T446	OM2.1.07	Number of Service Users with improved capability			
Service User Code	Service Type Code	Other Measure				
U6010	T446	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.			

Title: Service System Support and Development Investment Specification



## 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

*Title: Service System Support and Development Investment Specification*

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## Reports - Milestones and measures (System support)

The following reporting template can be adapted depending on the requirements of the service.

### Service Type: System Support - Capability building (T440)

Activity & Milestone required	Details of progress	Measures	Report against measure
<p>Detail about what activities and milestones are required under the service agreement</p>	<p>For example: Significant achievements, emerging issues/potential risks; useful contextual information</p>	<p>Select from:</p> <p><b>THROUGHPUT MEASURES:</b></p> <ul style="list-style-type: none"> <li>• # of events held</li> <li>• # of resources produced</li> <li>• # and % of Service Users participating at events</li> <li>• # and % of Service Users using resource/s</li> <li>• Demonstrated participation across Service Users: number and percentage for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs)</li> </ul> <p><b>OUTCOME MEASURES:</b></p> <ul style="list-style-type: none"> <li>• # and % of Service Users completing skill set or qualification</li> <li>• # and % of Service Users indicating event/resource helped them increase</li> </ul>	<p>Report against selected measures.</p> <p>This quarter: Cumulative for the year if applicable:</p>

Activity & Milestone required	Details of progress	Measures	Report against measure
		<p>skills or knowledge (self-assessment/perceptions)</p> <ul style="list-style-type: none"> <li>• # and % of Service Users indicating that as a result of event/resource they have made a change which will improve services to clients</li> <li>• Summary of the changes/improvements reported by Service Users</li> <li>• # and % of Service Users assessed as having improved capability as a result of event/resource (external assessment)</li> </ul>	



## Service Type: System support - Dissemination of Information (T441)

Activity & Milestone required	Details of progress	Measures	Report against measure
<p>Detail about what activities and milestones are required under the service agreement</p>	<p>For example:</p> <p>Significant achievements, emerging issues/potential risks; useful contextual information</p>	<p>Select from:</p> <p><b>THROUGHPUT MEASURES:</b></p> <ul style="list-style-type: none"> <li>• % of department requests met</li> <li>• # and % of Service Users receiving information</li> <li>• Demonstrated reach across breadth of Service Users: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs)</li> </ul> <p><b>OUTCOME MEASURES:</b></p> <ul style="list-style-type: none"> <li>• # and % of target group indicating that information provided was useful</li> <li>• # and % of Service Users indicating that information provided helped them understand departmental reforms, priorities and policies and the impact/implications for their organisation and/or its workers and clients</li> <li>• # and % of Service Users indicating that information provided help them identify further support/resources</li> </ul>	<p>Report against selected measures.</p> <p>This quarter:</p> <p>Cumulative for the year if applicable:</p>

## Service Type: System Support - Research and advice (T443)

Activity & Milestone required	Details of progress	Measures	Report against measure
<p>Detail about what activities and milestones are required under the service agreement</p>	<p>For example:            Significant achievements, emerging issues/potential risks; useful contextual information</p>	<p>Select from:</p> <p><b>THROUGHPUT MEASURES:</b></p> <ul style="list-style-type: none"> <li>• # of items produced (e.g. reports, papers, presentations)</li> <li>• Where relevant, # and % of Service Users engaged to produce advice</li> <li>• Where relevant, demonstrated engagement across breadth of Service Users to produce research/advice: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs)</li> </ul> <p><b>OUTCOME MEASURES:</b></p> <ul style="list-style-type: none"> <li>- # and % of Service Users indicating that research/advice was useful and helped them improve delivery of services or business processes</li> <li>• departmental satisfaction with the quality and timeliness of advice (criteria for satisfaction will include whether the advice provides evidence-based and workable solutions; whether the full breadth of Service Users were engaged; and whether appropriate evidence has been sourced).</li> </ul>	<p>Report against selected measures.</p> <p>This quarter:            Cumulative for the year if applicable:</p>

## Service Type: System Support - System and group advocacy (T446)

Activity & Milestone required	Details of progress	Measures	Report against measure
<p>Detail about what activities and milestones are required under the service agreement</p>	<p>For example:</p> <p>Significant achievements, emerging issues/potential risks; useful contextual information</p>	<p>Select from:</p> <p><b>THROUGHPUT MEASURES:</b></p> <ul style="list-style-type: none"> <li>• # of items produced (e.g. reports, papers, presentations)</li> <li>• Where relevant, # and % of Service Users engaged to produce advice</li> <li>• Where relevant, demonstrated engagement across breadth of Service Users: # and % for prioritised cohorts (e.g. regional, rural and remote; Indigenous; small, medium or large NGOs)</li> </ul> <p><b>OUTCOME MEASURES:</b></p> <ul style="list-style-type: none"> <li>• departmental satisfaction of the quality and timeliness of advice</li> </ul>	<p>Report against selected measures.</p> <p>This quarter:</p> <p>Cumulative for the year if applicable:</p>

# 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:  to

Outcome measure: insert measure

**Supplementary qualitative evidence to outcome measure:**

[insert here]