Young People

Investment Specification

December 2022, v5.0

Queensland Government

CONTENTS

1. Introduction

Young People is designated as a Funding Area for services supporting young Queenslanders, including those who have been subject to the Child Safety and Youth Justice statutory systems.

For Suppliers funded under the Young People Funding Area, the Young People Investment Specification (the Specification) forms part of a hierarchy of funding documents under a contract with the Department of Children, Youth Justice and Multicultural Affairs (the department). In the event of any inconsistency between the Specification and the funding agreement, the funding agreement will prevail.

This Specification describes the intent of the funding, the Service Users and their identified needs and concerns, and the service delivery requirements for funded services. Section 9 of this Specification provides links to other related information.

The department's procurement documentation underpins the business relationship between the department and the Supplier. The Specification should therefore be read in conjunction with any relevant procurement documents, as well as service contracts or agreements.

2. Funding intent

Most young people are supported by a range of protective factors (families, friends, communities, school, etc.) which support them to contribute to their communities, leading healthy and active lives. However some young people experience exposure to family conflict, mental ill health and parental stress, abuse or neglect, poverty, housing stress, unemployment, disengagement from school / education, pregnancy and drug and alcohol misuse. These experiences increase their risk of harm and negative life outcomes.

While many external factors influence these issues, the Queensland Government invests in services and programs which work effectively with young people, connecting them to the information and support services they need to participate positively and proactively in their communities.

Investment under Young People Funding Area contributes to outcomes where vulnerable young people are supported to:

- be safe
- live in secure accommodation
- participate in education, training and / or employment and other activities within their community
- connect with their family, culture and community
- divert away from criminal justice systems
- access opportunities that increase their ability to attain personal and aspirational goals

Suppliers are expected to engage young people experiencing vulnerability, considering how they learn about and access support services in their community, and undertake safety and needs assessments to help them achieve positive life outcomes. Where required, these services will facilitate the delivery of effective, culturally safe and coordinated support to young people, including those with multiple and / or complex needs.

3. Service delivery overview

The following table provides an overview of the Service Users and service delivery types within the Young People Funding Area.

Service Users	Service Types	Outputs
Young people aged 12–21 years who are at risk of disconnection **(U2107)**	Access – Information, advice and referral (T103)	A01.1.06 Information, Advice, individual advocacy, engagement and/or referral
	Support – Support and case management (T314)	A0.1.02 Case management
	Support services – Community support (T317)	A07.2.02 Community / community centre based development, coordination and support
Young people aged 12–21 years who are at risk of homelessness, or who are homeless **(U2347)**	Support – Support and case management (T314)	A0.1.02 Case management

3.1 Description of service types

Access – Information, advice and referral (T103) – assistance to individuals and their families to access the range of supports which may be available, enabling young people to make informed decisions.

Support – Support and case management (T314) – support to individuals, including practical assistance, and case management of a collaborative response supported by other agencies to meet the needs of young people.

Some youth support services, Youth Housing and Reintegration Services (YHARS), are funded to specifically work with young people aged 12–21 years who are homeless or at risk of homelessness, including those who are couch surfing or living in unstable or temporary housing arrangements.

Support services – Community support (T317) – providing opportunities for young people to participate in events, activities and projects to develop their skills, connection to support networks and participation in their community.

In some locations, services are also tasked with leadership and coordination of the local network of services working with young people and development of coordinated service delivery approaches that facilitate a local system response to support the needs of the target group.

4. Service delivery requirements for all services

4.1 General information for all services

Outsourced services under the Young People Funding Area must comply with the relevant statements under the heading of "Requirements" as specified in the service agreement. Suppliers should also review the relevant best practice statements and guidance provided under the heading of "Considerations".

Requirements for all services are outlined in Section 4.1.1. Service delivery requirements for specific Service Users and service types are outlined in Sections 5 and 6 of this specification.

4.1.1 Requirements for all services
Bullying and Cyberbullying
You must:

(a) implement and maintain for the Term an anti-bullying and anti-Cyberbullying policy and process for the detection, prevention, intervention and management of responses to bullying or Cyberbullying acts or allegations;

(b) train Your staff about how to identify and respond to bullying and Cyberbullying;

(c) make resources produced by the e-Safety Commissioner and other bodies readily available to children and young people to or in relation to whom the Services are provided;

(d) maintain house rules or ground rules for group work that are clear that bullying and Cyberbullying are not acceptable behaviours;

(e) display promotional materials that clearly state that bullying and Cyberbullying are not acceptable behaviours;

(f) take all reasonable steps to try to maintain a safe online environment for children and young persons to or in relation to whom the Services are provided, without unreasonably compromising privacy or access to social or learning opportunities;

(g) identify and draw on external expertise as reasonably required to respond to incidents of bullying or Cyberbullying; and

(h) provide clarity to children and young people to or in relation to whom the Services are provided regarding the avenues to assistance should they experience bullying or Cyberbullying.

"Cyberbullying" means the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

"Bullying" is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm

"eSafety Commissioner" means the Australian Government's eSafety Commissioner, appointed under the *Enhancing Online Safety Act 2015 (Cth).*

Blue Card System and Working with Children Checks

Due to the nature of the services and the vulnerability of the Service User group, services are considered regulated employment and are required to comply with the *Working with Children (Risk Management Screening) and Other Legislation Amendment Bill 2018.*

Working with children checks and the blue card system contributes to the creation of safe and supportive environments for children and young people when receiving services and participating in activities which are essential to their development and wellbeing. Further information is available at: www.bluecard.qld.gov.au.

Counting Rules (and Examples) for Contract Reporting

Counting rules for the performance measures are provided in the Outputs and Performance Measures Catalogue on the department's website at https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications.

Data required to be reported under the contract must be collected in accordance with the counting rules contained in the Outputs and Performance Measures Catalogue. Examples supporting these rules are provided in section 11 of this specification.

4.1.2 Considerations for all services

Services directed to young people should be informed by:

- Queensland Youth Strategy;
- Youth Justice Strategy; and
- *Human Rights Act 2019* and other legislation as relevant.

Working with Aboriginal and Torres Strait Islander Service Users

Amendments to the *Child Protection Act 1999* represent a significant shift in how the department supports the connection of Aboriginal and Torres Strait Islander children and young with people with their family, community and culture, acknowledging that stronger connections result in better outcomes for Aboriginal and Torres Strait Islander children and young people. The amendments also recognise the significant

and long-term effect of decisions on a child or young person, their family and community; and acknowledges the role of the child, family and community as the primary source of cultural knowledge.

Our Way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037 is a Queensland Government strategic framework that has been guided by Aboriginal and Torres Strait Islander perspectives to achieve generational change over the next 20 years. It represents a long-term commitment by government and the Aboriginal and Torres Strait Islander community to work together.

As part of the Our Way strategy, the first and second three-year action plans aim to:
- reduce the disproportionate representation of Aboriginal and Torres Strait Islander children and young people in the child protection system
- close the gap in life outcomes for Aboriginal and Torres Strait Islander peoples experiencing vulnerability
- ensure all Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture.

Suppliers should understand and work in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle which is relevant across the child and family service system.

Service System Participation
Services should participate in service system networks and form collaborative community partnerships, including with specialist service providers, other youth focused agencies, Queensland Police Service, Child Safety and Youth Justice Service Centres, local elders and community groups and government agencies, as relevant to ensure the best outcomes for service users.

Respectful Relationships
Services should seek to ensure staff are suitably skilled in recognising the indicators of violence, including intimate partner violence, that may be experienced by young people. This includes access to training by staff to support delivery of respectful relationships conversations that are integrated into services provision to young people and an awareness of relevant referral pathways.

5. Service delivery requirements for specific Service Users

5.1 Young people aged 12–21 years who are at risk of disconnection (U2107)

Definition

Young people aged 12 to 21 years who are, or at risk of:
- disconnection from their family, community, prosocial or recreation activities or informal support networks
- disengagement from school, training and / or employment
- harm including substance abuse, self-harm and suicide
- cultural disconnection
- homelessness
- entering criminal justice systems including Youth Justice. (Young people who are at risk of entering the Youth Justice System are known to police and have been cautioned more than once).

Purpose of Funding

To support young people who are not supported by protective factors (families, friends, communities, school and cultural connections) to enable them to lead safe, healthy and active lives.

5.1.1 Requirements – Young people aged 12–21 years who are at risk of disconnection

The service must identify and provide the most appropriate response and / or suitable referral in accordance with the presenting level of need and circumstances of the young person.

Where a young person is in, or at risk of entering the Youth Justice System, the Supplier will work with the young person, and their family as relevant, to address offending behaviour and reduce the frequency and severity of future offending behaviours.

5.1.2 Considerations – Young people aged 8–11 years who are at risk of disconnection

Young people aged 8 to 11 years are only offered a service if a sibling aged 12 years or older is already a Service User. Support may also be provided in the context of working with the family. In these situations it may be appropriate to collaborate with a family support service to ensure the best outcome for children and their families.

5.2 Young people aged 12–21 years who are at risk of homelessness, or who are homeless (U2347)

Definition

Young people aged 12 to 21 years who have been sleeping rough or living in unstable or temporary housing arrangements. This includes young people who may be leaving the care of the department (Child Safety) or following a period of detention.

Purpose of Funding

To support young people to access and maintain safe and stable accommodation and information and advice which will assist the young person to connect with their family and / or required supports and services in the community.

5.2.1 Requirements – Young people aged 12–21 at risk of homelessness or homeless

The service must provide an initial assessment to identify the contributing factors or risks for the young person presenting as homeless or at risk of homelessness. Consideration will be given to working with specialist homelessness services to actively plan for and improve the young person's access to, or maintenance of, employment, training and education and psycho-social support needs as contributors to reducing ongoing risk of homelessness.

5.2.2 Considerations – Young people aged 12–21 at risk of homelessness or homeless

Brokerage funds, as a component of support, are to be used to purchase goods and services for the direct benefit of Service Users in line with case plan goals and service agreements.

6. Service delivery requirements for specific service types

6.1 Access – Information, advice and referral (T103)

Service responses under this service type assist Service Users to make informed decisions about, or be connected to, the services and supports that they need. These responses are often one-off or infrequent in regularity and support prevention and early intervention approaches and involve preliminary needs identification for the purpose of identifying appropriate service and support options.

6.1.1 Requirements – Information, advice and referral

The service must assist young people (and where applicable their families, kin or 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 involve preliminary needs identification for the purpose of identifying appropriate service and support options.

Following an initial assessment of needs, the service must provide information, advice and referral that is timely, accurate and evidence-informed to meet the needs of Service Users. This service response will act as an entry point into the broader service support system.

Where brokerage is provided under the funding schedule, this must be used as a component of the support provided, used to purchase goods and services for the direct benefit of the Service User's presenting needs.

Support to young people will be delivered in a manner consistent with the *Practice Guide for Youth Support Services* (September 2016) available on the Department of Children, Youth Justice and Multicultural Affairs website at https://www.cyjma.qld.gov.au/resources/dcsyw/youth/youth-support-services/youth-support-practice-guide.pdf.

In addition, services must use the Youth Support Client Information System (YSCIS), an online client management system developed to support service delivery for Youth Support Services in Queensland.

Training for staff regarding the use of YSCIS is the responsibility of the Supplier. More information about these tools, including training videos for YSCIS, is available on the Department of Children, Youth Justice and Multicultural Affairs website at https://www.cyjma.qld.gov.au/youth/youth-support-services.

6.1.2 Considerations – Information, advice and referral

Services should be accessible and available to the target group, including through extended hours in response to local need.

For information to be understood and accessible to Service Users, it may need to be provided in a range of ways. Some information may be given verbally, other advice may need to be presented as printed material or electronically as an online resource. Some clients may need access to a qualified or accredited interpreter or translated written material.

6.2 Support – Support and case management (T314)

Service responses under this service type provide practical support, counselling and coordinated responses aimed at empowering and working with young people to meet their individual needs and to increase their self-reliance and independence.

Some youth support services, known as Youth Housing and Reintegration Services (YHARS), are funded to specifically work with young people aged 12–21 years who are homeless or at risk of homelessness, including those who are couch surfing or living in unstable housing arrangements.

6.2.1 Requirements – Support and case management

The service must provide young people with case management support that is collaborative, coordinated and client-centred, supporting young people to meet their individual needs and to increase their self-reliance and independence. Responses will be based on identification, assessment and planning for young people's needs and coordination of a range of other appropriate services, such as housing, counselling or skills development. This may include the coordination of case panels with other government and non-government agencies to support client outcomes.

The service must provide practical support and facilitate coordinated responses in the context of individual case plans to the target group identified at section 5.1 of this specification. The response to Service Users must be respectful of their views while helping to deal with specific risks, needs and issues to enhance their capacity to successfully contribute to their community.

Following an assessment of needs, responses may take place on a one-to-one basis or in a group setting to achieve the goals identified within a Service User's case plan. This may include responses where Service Users are assisted to access specialist services such as drug or alcohol, mental health, housing services, education and employment, legal services, domestic and family violence support, general health services, budgeting and debt management and any other mainstream services as required.

The service must establish and / or participate in case panels between services to support the Service User's goals, identifying barriers to coordinated service delivery and implementing local strategies to enhance service provision and reduce duplication of service responses.

Where brokerage is provided under the funding schedule, this must be used as a component of the support provided, used to purchase goods and services for the direct benefit of the individual in line with their case plan goals.

Support to young people will be delivered in a manner consistent with the *Practice Guide for Youth Support Services* (September 2016). In addition, services must use –
- the Youth Wellbeing Common Assessment Tool (CAT) to identify the needs of service users and develop tailored, individual case plans; and
- the Youth Support Client Information System (YSCIS), an online client management system developed to support service delivery for Youth Support Services in Queensland.

More information about these documents is available on the Department of Children, Youth Justice and Multicultural Affairs website at https://www.cyjma.qld.gov.au/youth/youth-support-services.

Training for staff regarding the implementation of the CAT and use of YSCIS is the responsibility of the Supplier. More information about these tools, including training videos for YSCIS, is available on the Department of Children, Youth Justice and Multicultural Affairs website at https://www.cyjma.qld.gov.au/youth/youth-support-services.

6.2.2 Requirements – Support and case management (YHARS)

Under individual case plans, the service must undertake actions which aim to support young people to secure and maintain suitable accommodation.

The service has two main service delivery components –
1. Support Services – support services to young people aged 12 to 21 years who have been sleeping rough or living in unstable, temporary, or inadequate housing, including those who have exited, or are exiting from care after being subject to a Child Protection Order, or are transitioning to the community following a period of sentence or remand in a Youth Detention Centre; and
2. After Care – supporting the case plans of other agencies through the provision of brokerage targeting young people aged 17 to 21 years who are leaving or have recently left the care of Child Safety Services and are homeless, or at risk of homelessness.

Services will be delivered in accordance with the *Guidelines for Service Delivery: Youth Housing and Reintegration Service (YHARS) and After Care Service* (October 2017) (the Guidelines), including the provisions outlined in relation to the use of brokerage. In addition, services must use the YHARS Service Record System (SRS), an online client management system developed to support service delivery for YHARS in Queensland, provided by the department.

Training for staff regarding the implementation of the Guidelines and use of YHARS SRS is the responsibility of the Supplier. More information about these tools is available on the Department of Children, Youth Justice and Multicultural Affairs website at https://www.cyjma.qld.gov.au/youth/youth-support-services.

6.2.3 Considerations – Support and case management

Services should be accessible and available to the target group, including through extended hours or after hours arrangements in response to local need.

A collaborative approach through partnerships and coordinated responses is encouraged to improve Service User outcomes and minimise the duplication of services.

6.2.4 Considerations – Support and case management (YHARS)

For YHARS services, given the readiness to accept support can vary with a young person's developmental stage and maturation, support may be required after turning 22 years for some young people. Rather than requiring the Service User to exit, services may continue to work with young people in these situations. However, services will be conscious of the need to avoid creating a dependency on the support provided.

6.3 Support services – Community support (T317)

Subject to the details outlined in the Funding Schedule, two different types of responses may be provided under this service type –

1. Programs, events, activities and projects – engaging vulnerable young people in programs, events, activities and projects to support them to develop their knowledge, skills and experience, supporting them to participate as active members of their community; and /or

2. System coordination – development of local level arrangements aimed at best meeting the safety and support needs of young people as part of a coordinated system involving government and non-government agencies.

6.3.1 Requirements – Community support (programs, events, activities and projects)

The service must develop opportunities in partnership with young people for them to participate in programs, events, activities and projects designed to develop their knowledge, skills and experience, supporting them to positively connect with their family, community, friends and social networks. Opportunities will be provided for young people to express their ideas and views, raise issues of concern, and act on issues which affect their lives so they can become engaged, resilient citizens.

Responses under this service type must not be limited to recreational activities, such as sport, music, art, outdoor adventure and social events. Recreational activities must only be delivered as part of a broader response which seeks to develop their knowledge, skills and experience, supporting them to positively connect with their family, community, friends and social networks.

Brokerage funds must not to be used for this service type.

Programs, events, activities and projects delivered under this service type are not to be recorded on YSCIS or YHARS SRS.

6.3.2 Considerations – Community support (programs, events, activities and projects)

When designing community based youth responses, services should work with young people, non-government agencies, local community groups, businesses and relevant government agencies to identify suitable community projects and strategies that provide opportunities for skill development and participation in practical productive activities that strengthen bonds with their communities. Suitable responses include –

- cultural activities that connect young people to culture and community, such as building yarning circles, learning to care for country and organising and participating in cultural events

- locally developed strategies to engage with disconnected young people and provide ways to assist them to reengage with education and with training or employment opportunities where relevant

- development of supervised and self-employment opportunities, such as property maintenance and home help including garden care, home cleaning and fence painting

- skill development activities and opportunities, such as volunteering with local community groups, gaining skills in home and vehicle maintenance, customer service experience and literacy and numeracy skills

Identification and planning should actively involve young people, to address their areas of interest or concern, as well as leveraging and involving other key community organisations and groups.

Young people should be encouraged to proactively identify ways to ensure success and develop their skills and confidence during the delivery of the program, event, activity and / or project.

6.3.3 Requirements – Community support (system coordination)

The service must develop, lead and maintain a coordinated service system which brings together a broad range of government and non-government agencies and services to facilitate the delivery of flexible and tailored responses to young people experiencing vulnerability. The Supplier must support agencies to work together through structured mechanisms and formalised relationships to deliver effective, timely individual, case managed responses to meet the safety and support needs of young people.

As part of this coordinated system, services must provide information and advice to other agencies that form part of the local service system and in response to general enquiries from the general community. Some information may be given verbally, while other information may need to be presented as printed material or electronically as an online resource.

Services must also provide or facilitate professional development and training opportunities to these key agencies to support the aims of the coordinated service response, including a shared understanding of the needs of young people experiencing vulnerability and appropriate strategies to minimise risks to young people.

General service networking, attending Annual General Meetings, service promotion activities and the like are not considered as system coordination activities under this specification.

Brokerage funds must not to be used for this service type.

6.3.4 Considerations – Community support (system coordination)

Services may promote greater public awareness of the experiences of young people experiencing vulnerability to inform and enhance the capacity of individuals and community groups to respond appropriately. These activities will be developed and conducted in the context of the coordinated service system.

7. Service modes

Service modes are the type of physical setting in which a service is provided to a Service User. Youth Support Services may be provided in various service modes (centre-based, accommodation, virtual and mobile) to ensure that services are delivered in the most appropriate manner to meet the needs of Service Users.

8. Deliverables and performance measures

The following deliverables and performance measures are funded under the Young People 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.

Service Users	Service Types	Outputs
Young people aged 12–21 years who are at risk of disconnection **(U2107)**	Access – Information, advice and referral (T103)	A01.1.06 Information, Advice, individual advocacy, engagement and/or referral
	Support – Support and case management (T314)	A0.1.02 Case management
	Support services – Community support (T317)	A07.2.02 Community / community centre based development, coordination and support

Young people aged 12–21 years who are at risk of homelessness, or who are homeless **(U2347)**	Support – Support and case management (T314)	A0.1.02 Case management

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.

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**	**Output measures**	
U2107	T103	A01.1.06 – Information, advice, individual advocacy, engagement and/or referral	Insert number of hours	A01.1.06	Number of hours of service delivered
U2107	T314	A01.2.02 – Case management	Insert number of hours	A01.2.02	Number of hours of service delivered
U2347					
U2107	T317	A07.02.02 – Community / community centre-based development, coordination and support	Milestones	A07.02.2	Upload Report/s: 1. programs, events, activities and projects; and / or 2. system coordination

Relates to item 7.1 or 9.1 of the agreement:		
Service User code	**Service Type code**	**Other measure**
U2107	T314	IS63	Case studies / upload a document
U2347			
U2107	T103 or T314	IS71	Upload a Contract Report exported from the Case Management System
U2347	T314		

Counting rules descriptors and reporting examples: For counting rules and descriptors, please refer to the Outputs Catalogue located at https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/output-funding-reporting. Examples are provided in Section 11 of this specification.

Outcome measurement: All quantitative reporting on outcome measures can be supplemented with **optional** qualitative evidence. Qualitative reports can be uploaded to P2i using IS70. As qualitative reporting is optional the IS70 code will not appear in agreements but are able to be uploaded in P2i.

9. Other funding, supporting documents and contact information

Information regarding current funding opportunities is published on the Queensland Government portal: https://www.qld.gov.au/community/community-organisations-volunteering/funding-grants. In addition, Suppliers are encouraged to register with QTenders: https://www.hpw.qld.gov.au/qtenders/.

Supporting documents and resources, including those listed below, are also available on the department's website and other Queensland Government websites:

- Investment Specifications – https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications
- Outputs Catalogue – https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/output-funding-reporting
- Human Services Quality Framework (HSQF) – https://www.dsdsatsip.qld.gov.au/our-work/human-services-quality-framework
- Queensland Youth Strategy – https://www.des.qld.gov.au/youth/how-qld-govt-is-helping-youth/queensland-youth-strategy
- Youth Justice Strategy 2019-23 – https://www.cyjma.qld.gov.au/youth-justice/reform/youth-justice-strategy
- Youth Support Practice Guide – https://www.cyjma.qld.gov.au/resources/dcsyw/youth/youth-support-services/youth-support-practice-guide.pdf
- Youth Wellbeing Assessment Tool (CAT) Guide – https://www.cyjma.qld.gov.au/resources/dcsyw/youth/youth-support-services/youth-wellbeing-assessment-cat-guide.pdf
- Guidelines for Service Delivery: Youth Housing and Reintegration Service (YHARS) and After Care Service – https://www.cyjma.qld.gov.au/resources/dcsyw/youth/youth-housing-reintegration/youth-housing-reintegration-service-guidelines.pdf
- YSCIS User Manual for Youth Support Services – https://www.cyjma.qld.gov.au/resources/dcsyw/youth/youth-support-services/yscis-user-manual.pdf
- YSCIS Training Videos – https://www.cyjma.qld.gov.au/about-us/our-department/partners/youth

For further information regarding this specification, please contact your Contract Manager.

10. Report templates

The following templates are provided for Suppliers to use to report information as required under their Funding Schedule.

10.1 Support and case management (T314)

De-identified Case Study (Young People Investment Specification item 6.3.1)
Service name: Insert **Service Number:** Insert **Quarter from:** insert start date to insert end date
Was the young person a referral (self, external or internal) or identified through outreach services?
Needs of the young person at assessment:
Describe how the service developed a response to meet the needs of the Service User, e.g.: • case plan/goals established • referral to specialist services • brokerage to assist in meeting goals
Provide 2–3 sentences describing the outcome/s for the Service User: •
How long was the young person involved with the organisation/service?

10.2 Community support (T317)

10.2.1 Milestone Report – Programs, Events, Activities and Projects

Milestone Report – Programs, Events, Activities and Projects (Young People Investment Specification item 6.3.1)							
Service name: Insert **Service Number:** Insert **Quarter from:** insert start date to insert end date							
Date	**Title**	**Purpose**	**Number of Young People**			**Number of Aboriginal and / or Torres Strait Islander participants**	**Comments** (Outcomes for service users, emerging issues, referral and / or engagement in case management support, etc.)
			8-11 years	**12-16 years**	**17-21 years**		
(Insert more rows as needed)							

10.2.2 Milestone Report – System Coordination

Milestone Report – System Coordination

(Young People Investment Specification item 6.3.3)

Service name: Insert

Service Number: Insert

Quarter from: insert start date to insert end date

Date	Name of System Coordination Activity	Purpose	Attendees	Comments / Outcomes
(Insert more rows as needed)				

11. Counting rules – Examples

The department recognises that Suppliers must undertake a range of activities to deliver support services which may not be directly attributable to a Service User (or Service Users), such as development of service policies and forms, general networking, development of referral arrangements and service delivery partnerships, service promotion, worker recruitment, team meetings, training and professional development, etc. While activities required to be undertaken in the course of delivering a service, these types of activities are not reported to the department under the reporting requirements.

The deliverables contained in funding schedules (e.g. output hours, milestone reports) are not intended to capture these types of activities. Instead, the department seeks more particular information to assess service performance.

The counting rules for performance measures contained in funding schedules are provided in the Outputs and Performance Measures Catalogue on the department's website at https://www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment/investment-specifications. Data required to be reported under the contract must be collected in accordance with these rules.

Following are examples which must be used to support the application of the rules outlined in the Outputs and Performance Measures Catalogue.

11.1 Youth support services

Service Type – T103 Information, Advice and Referral		
Service User – Young people aged 12–21 years who are at risk of disconnection (U2107)		
Measure / Description	**Counting Rule**	**Examples**
A01.1.06H Number of hours provided during the reporting period	Count all hours spent with Service Users or time spent on behalf of a Service Users or which can be attributed to a Service User to provide Information, advice, individual advocacy,	Time reported under this output must be time which is directly associated with a Service User(s). This includes time spent with Service Users, updating records of Service Users, travel to meet a Service User, undertaking tasks on behalf of Service Users, case workers writing file recording Service User information into YSCIS, and preparation for group activities with targeted Service Users. Activities not directly related to a Service User(s) such as community events, network meetings, service planning meetings, etc. are not counted as output hours. All time under this service type is required to be recorded in YSCIS. Examples – • A worker spends 15 minutes responding to an email asking for information. Record 15 minutes in YSCIS (Note or Enquiry).

	engagement and/or referral.	- A worker delivers an interview skills workshop with 6 Service Users for one hour. Record 60 minutes in YSCIS (Group Note). - A worker spends 30 minutes conducting an initial assessment. Record 30 minutes in YSCIS (Note or Enquiry). - A worker presents a session for one hour to 50 year 11 students at a local high school about healthy relationships. Do not count. The event is not captured in YSCIS and is not attributed to a client of the service. (Any student who seeks information from the worker following the presentation would be captured in YSCIS and that time would be recorded). Do not count time for activities that cannot be attributed to individual Service Users such as – - team meetings - attending training / professional development - network meetings / annual general meetings / board meetings - worker supervision - data collection / reporting - presentations to groups to raise awareness of the service or of a particular topic e.g. delivery of programs to school groups, attendance at community events, etc. - general activities accessible to the broader population e.g. sporting events, movie nights, etc.
IS71 Upload a Contract Report exported from the Case Management System	Download the Contract Report and upload it to P2i.	Download the YSCIS Performance Report for the reporting period and upload to P2i. Any time spent by workers that is not recorded against Service Users in YSCIS are not able to be counted.

Service Type – T314 Support and Case Management		
Service User – Young people aged 12–21 years who are at risk of disconnection (U2107)		
Measure / Description	**Counting Rule**	**Examples**
A01.2.02H Number of hours provided during the reporting period	Count all hours spent with Service Users or time spent on behalf of a Service Users or which can be attributed to a Service User to provide Case Management.	Time reported under this output must be time which is directly associated with a Service User(s). This includes time spent with Service Users, updating records of Service Users, travel to meet a Service User, leading / participating in case conferences, undertaking tasks on behalf of Service Users, case workers writing file recording Service User information into YSCIS, and preparation for group activities with targeted Service Users. Activities not directly related to a Service User(s) such as community events, network meetings, service planning meetings, etc. are not counted as output hours. All time under this service type is required to be recorded in YSCIS. Examples – • A worker drives 20 minutes to meet a Service User. 1.5 hours is spent with the Service User undertaking an assessment of needs and seeking consent. The worker drives 20 minutes back to the office and spends a further 45 minutes recording information in YSCIS and arranging a meeting with the Service User's school. Record 175 minutes in YSCIS (Note) i.e. 90 minutes Contact, 45 minutes Case Work and 40 minutes Travel. • A worker spends one hour case planning with a Service User and a further 30 minutes writing the case plan. Count as 1 hour 30 minutes. Record 90 minutes in YSCIS (Note) i.e. 60 minutes Contact and 30 minutes Case Work. • A service identifies 4 of their Service Users who require assistance with financial management skills. Two workers spend 2 hours collecting and developing resources to build Service User skills and 1 hour delivering a workshop to the Service Users. Record 180 minutes in YSCIS (Group Note) i.e. 60 minutes Contact, 120 minutes Case Work and record the names of both workers (will total 6 hours). (Note – YSCIS will split the time between T103 and T314 where Service Users from both profile types are participating). • A worker travels 15 minutes to attend a two hour event with other organisations to discuss the needs of young people in their community. Do not count. The event is not captured in YSCIS and is not attributed to a client of the service. Do not count time for activities that cannot be attributed to individual Service Users such as – • team meetings • attending training / professional development • network meetings / annual general meetings / board meetings • worker supervision

		• service system development activities
		• data collection / reporting
		• presentations to groups to raise awareness of the service or of a particular topic e.g. delivery of programs to school groups, attendance at community events, etc.
		• general activities accessible to the broader population e.g. sporting events, movie nights, etc.
IS63 Upload a Case Study	Complete and upload a case study.	Complete and upload the case study template provided in Section 10 of this document.
IS71 Upload a Contract Report exported from the Case Management System	Download the Contract Report and upload it to P2i.	Download the YSCIS Performance Report for the reporting period and upload to P2i. Any time spent by workers that is not recorded against Service Users in YSCIS are not able to be counted.

Service Type – T317 Community Support Service User – Young people aged 12–21 years who are at risk of disconnection (U2107)		
Measure / Description	**Counting Rule**	**Examples**
A07.2.02MR Upload a Milestone Report	Complete and upload the report as per the template provided.	Complete and upload the relevant milestone report/s template provided in Section 12 of this document. 1. Programs, Events, Activities and Projects; and / or 2. System Coordination

11.2 Youth Housing and Reintegration Services (YHARS)

Service Type – T314 Support and Case Management (YHARS)

Service User – Young people aged 12–21 years who are at risk of homelessness, or who are homeless (U2347)

Measure / Description	Counting Rule	Examples
A01.2.02H Number of hours provided during the reporting period	Count all hours spent with Service Users or time spent on behalf of a Service Users or which can be attributed to a Service User to provide Case Management.	This includes time spent with Service Users, undertaking tasks on behalf of Service Users, leading / participating in case conferences, arranging accommodation option, case workers writing file notes, travel to meet a Service User, recording Service User information into the YHARS SRS, and preparation for group activities with targeted Service Users. Time reported under this output must be time which is directly associated with a Service User(s). This includes time spent with Service Users, updating records of Service Users, travel to meet a Service User, leading / participating in case conferences, undertaking tasks on behalf of Service Users, writing file recording Service User information into the YHARS SRS, and preparation for group activities with targeted Service Users. Activities not directly related to a Service User(s) such as community events, network meetings, service planning meetings, etc. are not counted as output hours. All time under this service type is required to be recorded in the YHARS SRS. Examples – • A worker drives 30 minutes to meet a Service User. 2 hours is spent with the Service User undertaking an assessment of needs and seeking consent. The worker drives 30 minutes back to the office and spends a further 2 hours organising emergency accommodation and recording information in the YHARS SRS. Record 300 minutes in the YHARS SRS (Note) i.e. 180 minutes Contact, 180 minutes Case Work and 60 minutes Travel. • A worker spends one hour case planning with a Service User and a further 30 minutes writing the case plan. Count as 1 hour 30 minutes. Record 90 minutes in the YHARS SRS (Note) i.e. 60 minutes Contact and 30 minutes Case Work. • A service identifies 4 of their Service Users who require assistance preparing to enter the workforce, including development of resumes. Two workers spend 1 hour delivering a workshop to the Service Users. Record 60 minutes in the YHARS SRS (Group Note) and record the names of both workers (will total 2 hours). • A worker meets with the youth shelter to discuss arrangements for client referrals and the form used by the shelter. Do not count. While the meeting will support future clients through more streamlined processes between the services, it is not captured in the YHARS SRS and is not attributed to a client of the service. Do not count time for activities that cannot be attributed to individual Service Users such as – • team meetings

		• attending training / professional development
		• network meetings / annual general meetings / board meetings
		• worker supervision
		• service system development activities
		• data collection / reporting
		• presentations to groups to raise awareness of the service or of a particular topic e.g. delivery of programs to school groups, attendance at community events, etc.
		• general activities accessible to the broader population e.g. sporting events, movie nights, etc.
IS63 Upload a Case Study	Complete and upload a case study.	Complete and upload the case study template provided in Section 10 of this document.
IS71 Upload a Contract Report exported from the Case Management System	Download the Contract Report and upload it to P2i.	Download the YHARS SRS Performance Report for the reporting period and upload to P2i. Any time spent by workers that is not recorded against Service Users in the YHARS SRS is not able to be counted.