

# Older People

## Investment Specification

**Version:** 4.0

**Date:** Effective 1 January 2019

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# 1. Introduction

In line with the strategic intent of the department, Older People over 60 (or those who have major barriers to accessing their community) have been designated as a funding area with an investment in services that aim to:

- prevent and reduce social isolation
- prevent and reduce elder abuse
- prevent barriers to accessing information and services.

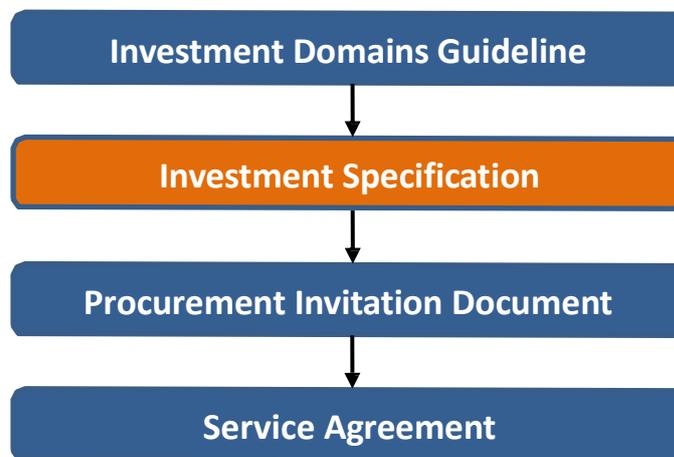
## 1.1 Purpose of the investment specification

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 Older People funding area.

This investment specification is a guide for service delivery for the Older People funding area, where all service types contribute to outcomes. The investment specifications allow for flexibility and 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

Queenslanders want a vibrant and prosperous state where everyone has the opportunity to lead an active lifestyle, live in a healthy community, and participate in the economy. The department helps vulnerable Queenslanders to improve their lives and better access these opportunities. The department does this by providing evidence-based and responsive services not provided elsewhere and by adding value to other agencies' initiatives.

Evidence shows that older people are a growing population group, and that some have increased vulnerability or are experiencing harm in key areas such as elder abuse, social isolation, and experiencing barriers to accessing information, advice and referrals. . Since these issues are not adequately addressed in the existing human services system, the department invests in services to help older people tackle these issues. The investment will produce positive results for individuals and families; reduce the overall burden on the human service system; and contribute to healthier, stronger and more inclusive communities.

The department investment approach to provide line of sight from investment through to outcomes. Funding under Older People contributes to the following outcomes:

- reduced harm and social isolation
- older people are safe, supported and connected to community
- increased levels of personal resilience and connections
- maintain and strengthen connections to community
- improved quality of life.

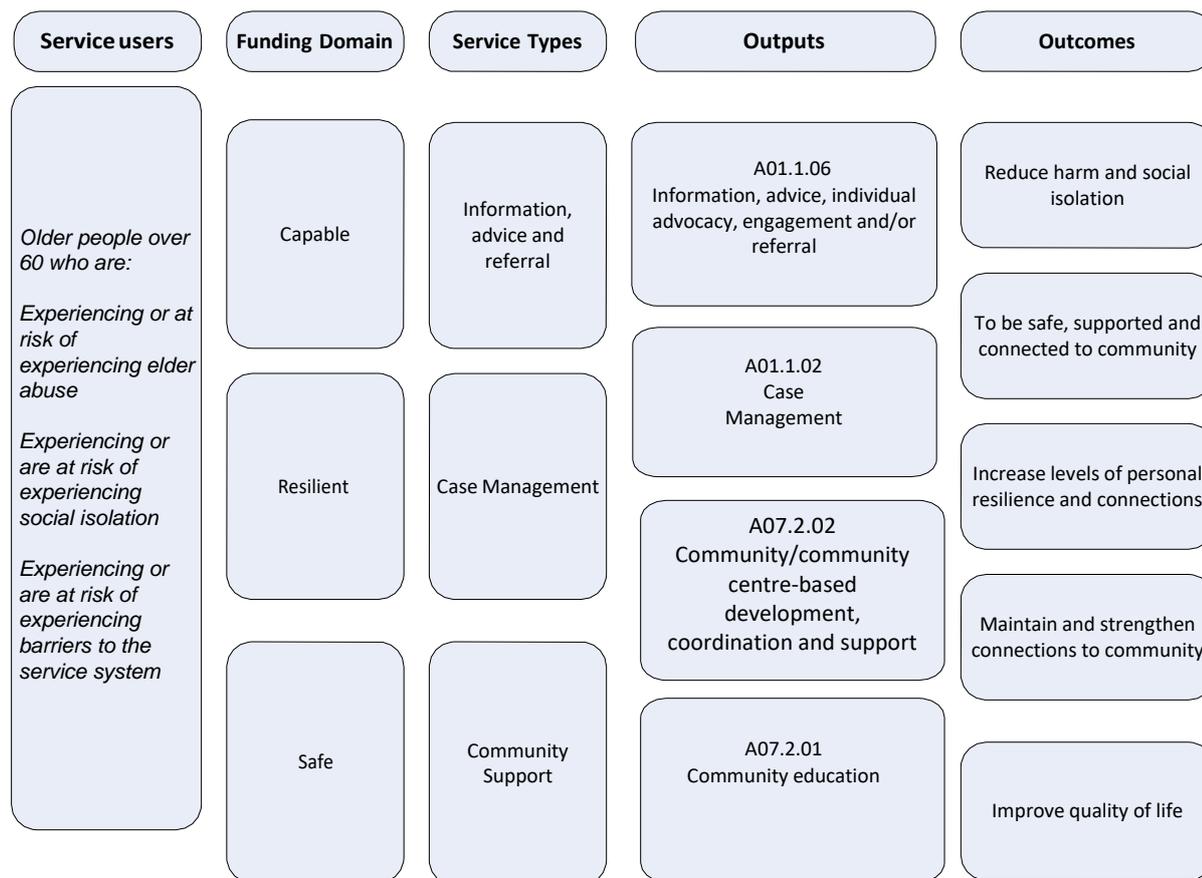
### 2.1 Context

The department is committed to providing high-quality and responsive frontline support and services to people most in need. The department's [Strategic Plan](#) focuses on building Thriving Queensland communities, where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing In 2017, there were approximately 741,100 Queenslanders aged 65 and over, which represents around 15 per cent of Queensland's population. It is expected by 2021, there will be nearly double that number, or about a million people aged 65 and over. By 2056, this age group will make up approximately one quarter of Queensland's population.

Funding under Older People is linked to the following domains:

- safe
- resilient
- capable.

### 3. Investment logic



### 4. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the Older People 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
Older People – experiencing (or at risk of experiencing) barriers accessing the service system (U1094)	Support Service – Community Support (T317)
	Support– Information, advice and referral (T325)
Older People - experiencing (or at risk of experiencing) elder abuse (U1124)	Support – Case Management (T314)
	Support – Community Support (T317)
	Support – Information, advice and referral (T325)
Older People - experiencing (or at risk of experiencing) social isolation (U1144)	Support– Information, advice and referral (T325)
	Support – Community Support (T317)
	Support – Case Management (T314)

Older People and interested stakeholders – Seniors Week – Refer to Community Specification (U4190)	Access – Events (T102)
Seniors Peak Service – Refer to Service System Support and Development Investment Specification – Service Providers-Part Industry (U5230)	System Support – Capability Building (T440)  System Support – Research and Advice (T443)  System Support – Dissemination of information (T441)  System Support – System and group advocacy (T446)

## 4.1 Description of service types

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

The service types in Section 7 provide details of the range of supports provided to Service Users under the Older People funding area.

## 5. Service delivery requirements for all services

### 5.1 General information for all services

Services that are funded under Older People 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

The program of activities will be responsive to the identified needs of customers and reviewed regularly to ensure that activities are relevant, viable and focused to older people’s needs.

#### 5.1.2 Considerations for all services

Nil.

## 6. Service delivery requirements for specific Service Users

### 6.1 Older people who have barriers accessing the service system (U1094)

#### *Definition*

Access to a supportive service system can reduce incidents of social isolation and elder abuse.

People feel better supported when they can access services and facilities they need in a timely manner.

Partnership arrangements should be developed to improve the service system and the outcomes for older people. Effective connections across local, state and Commonwealth governments as well as non-government organisations are crucial to enhance quality service delivery.

#### *Purpose of funding*

Groups most likely to lack knowledge about available services include newcomers to an area, older people from culturally and linguistically diverse backgrounds and transient population groups. Service providers may also lack comprehensive knowledge about services in their own community, thereby limiting appropriate cross-referrals. An effective communication strategy therefore needs to target the whole community through a variety of mediums (e.g. word-of-mouth, coordinated cross-agency communication strategies and information packs for newcomers to an area)

The service system needs to provide information, referral and triage services to:

- Older Queenslanders (60+)
- family
- friends
- grandparents
- carers.

The support provided by services will ensure access to information on topics that will assist older people to live informed and connected lives with a strong emphasis on prevention and early intervention.

### **6.1.1 Requirements — accessing service system**

The funded organisation must:

- provide preliminary needs identification
- respond to sensitive issues
- raise awareness in the community on issues facing older people
- maintain up to date information on the current service system and supporting services
- empower older people to utilise the information and referrals offered.

Funded service outlets must provide a copy of the Annual Report first quarter after the Annual General Meeting annually. Report is to be emailed to your Community Service Officer by 31 December each year.

### **6.1.2 Considerations — accessing service system**

Nil.

Service delivery mode options: centre-based, mobile or virtual

## 6.2 Older people experiencing (or at risk of experiencing) elder abuse (U1124)

### *Definition*

Elder abuse refers to acts occurring within a relationship of trust, which harm an older person. Such relationships may include those that the elderly have with their adult children, spouses, carers or health professionals. Elder abuse can be of a physical, sexual, financial, psychological, or social nature and can also include neglect.

### *Purpose of funding*

As people age, they are less likely to feel safe and, in general, women have lower levels of perceived safety than men of the same age. Personal safety is frequently identified by older people as one of the most important influences on their quality of life. There is a need to raise community awareness of elder abuse and the impact of physical, emotional, sexual and financial abuse on older persons by family members, carers or others in a position of trust.

Risk factors for elder abuse include:

- being female
- being older (vulnerability increases with age, highest risk 75 years and over)
- dependency on others for all or some care
- shared living arrangements
- isolation, lack of social contacts or support
- history of family conflict or tension
- dementia or a history of mental illness
- low self esteem
- institutionalisation.

Services will assist vulnerable older people (over 60 years old) who are at risk of and/or experiencing elder abuse or financial exploitation. This will be done by providing information, support and referral mechanisms to improve health, well-being and safety, to address legal and other issues affecting older people and raise community awareness of elder abuse.

### **6.2.1 Requirements — elder abuse**

The funded organisation must provide a multi-disciplinary framework and must maintain links with key stakeholders on issues relating to older people in the local community through network meetings or local reference groups.

Funded organisations must disseminate information to support agencies and the community on current and emerging trends and issues that may impact upon older people experiencing and or at risk of experiencing elder abuse.

Funded organisations must provide relevant information and referrals, develop resources, deliver training and community education programs and raise awareness of older people's rights.

Funded service outlets must provide a copy of the Annual Report first quarter after the Annual General Meeting annually. Report is to be emailed to your Contract Officer by 31 December each year.

## 6.2.2 Considerations — elder abuse

Nil.

Service delivery mode options: centre-based, mobile or virtual

The preferred mode of service delivery is face-to-face support where possible.

## 6.3 Older People experiencing (or at risk of experiencing) social isolation (U1144)

### *Definition*

The funded organisation should focus on groups of older people who are particularly vulnerable to social isolation. This includes:

- people who are over 80 years of age (vulnerability increases with age)
- older adults living in remote and rural areas
- older men living alone
- older people from cultural and linguistically diverse backgrounds
- older Indigenous people and Australian South Sea Islanders
- residents of aged care facilities and older people in rental accommodation .
- carers

### *Purpose of funding*

Funded organisations will promote active ageing and are designed to support vulnerable older people 60 and over who have barriers to accessing their community and personal supports. Older people are particularly vulnerable to social isolation and loneliness owing to loss of friends and family, mobility or income. Some groups are more likely than other groups to experience social isolation and insecurity, such as those from lower socio-economic groups and have poor health.

In order to develop a targeted service response to reducing or preventing social isolation it is important to be aware of certain risk factors that are associated with increased risk of social isolation for older people such as:

- poor physical or mental health
- being a carer
- being over 80 years
- being male
- experiences of loss (e.g. death of partner) or a lack of stability in relationships
- living alone
- disability, including hearing and communication difficulties
- having a low income or educational level
- living in poor or deprived areas (with high crime rates)

- living in aged care facilities or rental accommodation
- a lack of access to appropriate and affordable transport.

### **6.3.1 Requirements – social isolation**

Funded organisations across the state must deliver a range of projects focusing on increasing older people's awareness of healthy lifestyle options, reducing social isolation and improving links with other agencies and their community.

Funded organisations must also provide activities and opportunities to extend and strengthen personal and community connectedness and to reduce social isolation, including older men, with the aim to decrease the risk of depression and suicide.

### **6.3.2 Considerations**

Funded organisations may provide support to individuals to enable them to participate in activities and make assisted referrals and follow-ups where required.

Service Users may need assistance to identify the range of services and responses relevant to their needs. For these Service Users, services may need to undertake a preliminary needs identification process.

Preliminary needs identification is intended to:

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

*Service delivery mode options:*

- Centre-based
- Mobile
- Virtual.

## **7. Service delivery requirements for specific service types**

### **7.1 Support — Case management (Support and Integrated) (T314)**

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

#### **7.1.1 Requirements — Case management**

Funded organisations must provide:

- a level of support to older people matched to their assessed needs
- ongoing assessment of older peoples' needs as well as initial and ongoing risk assessment and safety planning as needed

- practical and/or interpersonal assistance
- assisted and supported referrals to facilitate access to specialist services as required.

Funded organisations must also:

- facilitate social contact with family and friends and forming new social networks, as needed
- facilitate access to community and leisure activities.

### **7.1.2 Considerations — Case management**

Nil.

## **7.2 Support — Community Support (T317)**

Services that promote greater public awareness of social issues and enhance individual and community group capacity.

### **7.2.1 Requirements — Community Support**

Funded organisations must:

- develop opportunities for older people to participate in programs/events/activities/projects designed to develop their skills and support them in reaching their full potential
- include older people in program/project development including consultation, design, delivery and evaluation
- provide opportunities for older people to express their ideas and views, raise issues of concern to them, and act on issues which affect their lives leading them to become engaged and resilient
- develop opportunities for the wider community to listen to older people and acknowledge and celebrate the positive contributions made by their efforts and achievements
- support older people to positively connect with their families, friends and social networks,
- deliver programs/events/activities/projects in a culturally appropriate manner.

### **7.2.2 Considerations — Community Support**

Nil.

## **7.3 Support — Information, advice and referral (T325)**

Services that assist clients and community members to make informed decisions about, or be connected to, the services and support that 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**

Provide older people, their family and friends, grandparents and carers with access to information on topics such as financial and legal matters, social activities, household assistance, retirement accommodation, health, education and transport.

### **7.3.2 Considerations — Information, advice and referral**

Nil.

## 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 [Catalogue](#)

**OUTCOME MEASUREMENT:** All quantitative reporting on outcome measures can be supplemented with qualitative evidence. Qualitative reports can be uploaded to OASIS using IS70. As qualitative reporting is optional the IS70 code will not appear in agreements but will be visible in OASIS.

Service Users	Service Types	Outputs
<p><b>U1094</b> – Older People who have barriers accessing the service system</p> <p><b>U1124</b> – Older People experiencing (or at risk of experiencing) elder abuse</p> <p><b>U1144</b> – Older People experiencing (or at risk of experiencing) social isolation</p>	<p><b>T314</b> – Support – Case Management</p> <p><b>T317</b> – Support – Community Support</p> <p><b>T325</b> – Support – Information, advice and referral</p>	<p><b>A01.1.06</b> – Information, advice, individual advocacy, engagement and/or referral</p> <p><b>A01.2.02</b> – Case management</p> <p><b>A07.2.01</b> - Community Education</p> <p><b>A07.2.02</b> – Community/community centre-based development, coordination and support</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

## U1094 - Older People who have barriers accessing the service system

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	
U1094	T325	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
						Number of Service Users who received a service during the reporting period
U1094	T317	A07.2.01 Community Education	Milestones	NA	A07.2.01	Upload report – Milestone Community Education

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1094	T317	IS151	Value of brokerage expenditure
Service User Code	Service Type Code	Demographic Measure	
U1094	T317	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U1094	T325		
U1094	T317	IS39	Number of Service Users identifying as being from culturally and linguistically diverse backgrounds
U1094	T325		
U1094	T317	IS141	Number of Service Users over 75 years
U1094	T325		

<b>U1094</b>	T317	<b>IS205</b>	Number of female Service Users
<b>U1094</b>	T325		Number of male Service Users
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Outcome Measure</b>	
<b>U1094</b>	T317	<b>OM2.1.06</b>	Number of Service Users with improved social connectedness
<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U1094</b>	T317	<b>IS70</b>	Upload report - Qualitative evidence to supplement measure/case study (optional)
<b>U1094</b>	T317	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
<b>U1094</b>	T325		

## U1124 - Older People experiencing (or at risk of experiencing) elder abuse

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 Cod	Service Type Code	Output	Quantity per annum	Number of Service Users	Output measures	
U1124	T314	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U1124	T325	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
						Number of Service Users who received a service during the reporting period
U1124	T317	A07.2.01 Community Education	Milestones	NA	A07.2.01	Upload report – Milestone Community Education

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1124	T317	IS255	Number of new Service Users
U1124	T325		
U1124	T314		
U1124	T314	GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of identified needs being met

Service User Code	Service Type Code	Demographic Measure	
U1124	T317	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U1124	T325		
U1124	T314		
U1124	T317	IS39	Number of Service Users identifying as being from culturally and linguistically diverse backgrounds
U1124	T325		
U1124	T314		
U1124	T317	IS141	Number of Service Users over 75 years
U1124	T325		
U1124	T314		
U1124	T317	IS205	Number of female Service Users
U1124	T325		Number of male Service Users
U1124	T314		
Service User Code	Service Type Code	Outcome Measure	
U1124	T317	OM2.1.01	Number of Service Users that have shown improvements in being safe and/or protected from harm
U1124	T325		
U1124	T314		

Service User Code	Service Type Code	Other Measure	
U1124	T317	IS70	Upload report - Qualitative evidence to supplement measure/case study
U1124	T325		
U1124	T314		Upload report – Service delivery report
U1124	T317	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?
U1124	T325		
U1124	T314		

## U1144 - Older People experiencing (or at risk of experiencing) social isolation

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 Cod	Service Type Code	Output	Quantity per annum	Number of Service Users	Output Measures	
U1144	T317	A07.2.02 Community/ Community centre-based development, coordination	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
U1144	T314	A01.2.02 Case management	Number of hours	Number of Service Users	A01.2.02	Number of hours provided during the reporting period
						Number of Service Users who received a service during the reporting period
U1144	T325	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 a reporting period
						Number of Service Users who received a service during the reporting period

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U1144	T314	GM07	Number of Service Users who had their case plans closed/finalised as a result of the majority of identified needs being met

Service User Code	Service Type Code	Demographic Measure	
U1144	T317	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U1144	T325		
U1144	T314		
U1144	T317	IS39	Number of Service Users identifying as being from culturally and linguistically diverse backgrounds
U1144	T325		
U1144	T314		
U1144	T317	IS141	Number of Service Users over 75 years
U1144	T325		
U1144	T314		
U1144	T317	IS205	Number of female Service Users
U1144	T325		Number of male Service Users
U1144	T314		
Service User Code	Service Type Code	Outcome Measure	
U1144	T317	OM2.1.06	Number of Service Users with improved social connectedness
U1144	T325		
U1144	T314		

<b>Service User Code</b>	<b>Service Type Code</b>	<b>Other Measure</b>	
<b>U1144</b>	T317	<b>GM16</b>	What significant achievements or factors have impacted on the quality of service delivery during the reporting period.
<b>U1144</b>	T325		
<b>U1144</b>	T314		
<b>U1144</b>	T317	<b>IS70</b>	Upload report - Qualitative evidence to supplement measure/case study (voluntary)
<b>U1144</b>	T325		
<b>U1144</b>	T314		

## 10. Contact information

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

For information regarding current funding opportunities, visit the [Department of Communities, Disability Services and Seniors](#) website.

## 11. Other funding and supporting documents

- [Catalogue](#)
- [Human Services Quality Framework](#) (HSQF)

# Report - Milestone (Community Education)

Service Name:

Service Number:

Quarter from:  insert start date to  insert end date

Please provide details in the following table about the milestone tasks delivered during the reporting period.

Output: A07.2.01 Community Education – Promoting greater public awareness about social issues through providing information.

Milestone task	Date of activity	Details: (Describe event/activities, aim, benefits/outcomes, feedback and any emerging issues)	Location	Number of participants
Community events				
Workshop				
Resources/Tools				

Please describe activities you have undertaken during the quarter, in more detail:

Forums

Key issues discussed

Outcomes achieved or recommendations provided.

# Report – IS70 Qualitative evidence to supplement measure

Reporting period from:  insert start date  to  insert end date

## Case Study:

A case study that demonstrates client experience and benefits.

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

## Annual Reporting Information:

Upload copy of your organisations Annual Report to Oasis

## Additional Information:

[insert here] Example:

Number of volunteers

Number of hours of support that were provided by volunteers

Other activities or events not reported

Information on new innovative support activities

# Report Template IS70 – Service Delivery

**Service Name:**

**Service Number:**

**Quarterly Reporting Period:** <<June September December March>> <<Year>>

**Who completed this report:** <<title and position >> <<Telephone #>>

All sections of the report must be completed.

A service user is an individual

Do not provide identifying information about service users (service users) on this report.

## 1. MAIN SOURCE OF REFERRAL (referrals to your service)

Source	Est.	Source	Est.
Self-referral	<<%>>	Senior’s Enquiry Line	<<%>>
Family, friend or carer	<<%>>	Community Legal service	<<%>>
EAPU		Community organisation	
Other		“Other sources as identified over time”	

## 2. SERVICE TYPES THAT SERVICE USERS ARE REFERRED TO (e.g. Referral to professional, legal and/or financial services)

Note some service users may have multiple referrals and some service users may have no referrals

Service type	No.	Service type	No.	Service type	No.
*Financial advice	<<#>>	*Legal advice	<<#>>	*Counselling	<<#>>
			<<#>>		<<#>>

## 3. QUARTERLY SUMMARY

Elder abuse prevention usage trends (increasing, declining, emerging)	
Other comments	

### Service Types

Service Type service user referred to:	Service Type includes:	Notes:
Financial	Private Financial Counselling	

<b>Service Type service user referred to:</b>	<b>Service Type includes:</b>	<b>Notes:</b>
	Financial Advice Banking Institution Financial First Aid	
<b>Legal</b>	SLASS Private Practitioner NEC/ Qld Courts	CLC will include those who are our partners under EAPSS
<b>Counselling</b>	Individual Family VCSS GHS/GHL	
<b>Mediation</b>	FRC Private Practitioner	
<b>Emergency Services</b>	Police Ambulance Fire	
<b>Crisis Services</b>	DFV Housing/ Urgent Respite LifeLine/ Salvos	
<b>Community Support Services</b>	Respite Care/ Home Nursing Meals on Wheels Carers Australia ATSI/CALD community support ADA Australia	
<b>Health Services</b>	MH GP/ Aged Care Assessment AOD	
<b>Government Services</b>	QCAT OAG PT Centrelink Department of Housing Aged Care Complaints Comm	
<b>Information on elder abuse</b>	EAPU	
<b>Information and referral to relevant government services</b>	Seniors Enquiry Line	
<b>Other TIS</b>		

\*Note this list of service types will be reviewed and expanded if necessary, over-time.

# Report - Annual (Service Users U1124)

**IS70** – Provision of an Annual (data analysis) Report to inform current and emerging trends.

Service Name:  
Service Number:  
Annual: First reporting period after 30 June

**Purpose:**

To identify (through data analysis) current and emerging trends.

**Insert report:**

# Report - Annual (Service Users U1094)

**IS70** – Provision of an Annual (data analysis) Report to inform current and emerging trends.

Service Name:	Seniors Enquiry Line
Service Number:	510310
Annual:	First reporting period after 30 June

## **Purpose:**

To identify (through data analysis) current and emerging trends.

Information can include the number of calls:

- When and how clients accessed the service
- How the clients found out about the service
- Who accessed the service in the year (including age groups, Aboriginal and Torres Strait and Culturally and Linguistically Diverse backgrounds)
- Age range of clients
- How clients find out about the Seniors Enquiry Line (feedback from clients i.e. understanding their concerns, clients were assisted with their enquiry, was information helpful, referrals to another service (did referral assist the client), further information provided to answer enquiry and information fed back, recommendation the Seniors Enquiry Line Service to others.
- Number of clients and age group
- Information requested from clients
- Information sessions, community events and Workshops, Networks and resources
- Information is to be provided outlining the exact numbers (if providing in a bar graph)

## **Insert report:**