

Young People

Investment Specification

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1. Introduction

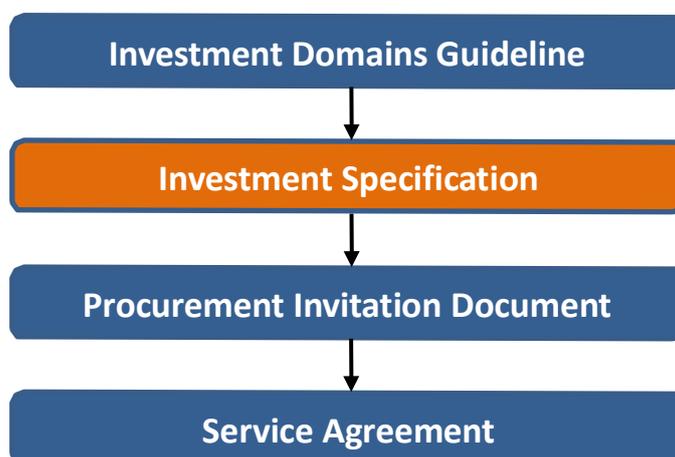
In line with the strategic intent of the Department of Communities, Child Safety and Disability Services (the department), Young People has been designated as a funding area for services for young Queenslanders aged between 12 and 25 years.

1.1 Purpose of the investment specification

The purpose of this investment specification is to describe the intent of investment, the Service Users and identified issues, the service types, and associated service delivery requirements for services under Young People.

This investment specification is a guide for service delivery for Young People funding area where all service types are linked to the achievement of specified outcomes. Investment specifications form part of a hierarchy of the funding documents of the department. Investment specifications are informed by the three broad investment domains described in the investment domains guideline. Refer to Section 11 for more information and links to the investment domains guideline and other associated documents.

Figure 1 – Funding document hierarchy



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

2. Funding intent

The Queensland Government is committed to investing in programs to achieve the best outcomes for young Queenslanders. The Queensland Government is committed to improving access to services, social connectedness and quality of life for young people.

To enable this vision, the department collaborates and works closely with government and non-government agencies to deliver responsive and holistic services to young people across the state.

The department is standardising its investment approach to improve the line of sight from investment through to outcomes. Investment under Young People contributes to the following outcomes:

- young people access information that meets their needs
- young people receive streamlined and coordinated supports and services across agencies that match their individual needs
- young people's achievements are recognised and showcased
- young people have access to opportunities that increase their ability to attain personal and aspirational goals.

2.1 Context

The Queensland Government wants all young people to engage and participate in their communities so that they can reach their full potential.

Though most young people in Queensland are supported by a range of protective factors (families, friends, communities, school), which enable them to lead healthy and active lives, some young people experience exposure to factors like family conflict and parental stress, abuse or neglect, poverty, housing stress, unemployment, disengagement from school, pregnancy and drug and alcohol misuse that increase risk of harm and negative life outcomes.

While many external factors influence these issues, the department's specific contribution will be to deliver services which will work effectively with Queensland's young people, connecting them to the information and services they need to participate positively and proactively in their communities.

The department will provide resourcing to community organisations to deliver services to:

- support young people at risk of disconnection, focusing service delivery effort on building their connections to their families and the community
- provide leadership, participation and development activities that encourage civic participation, build leadership and showcase young people's talents. These services are designed to be inclusive of all young people including: Aboriginal and Torres Strait Islander young people; those from diverse backgrounds and those experiencing barriers to participation.

Services directed to young people will deliver on:

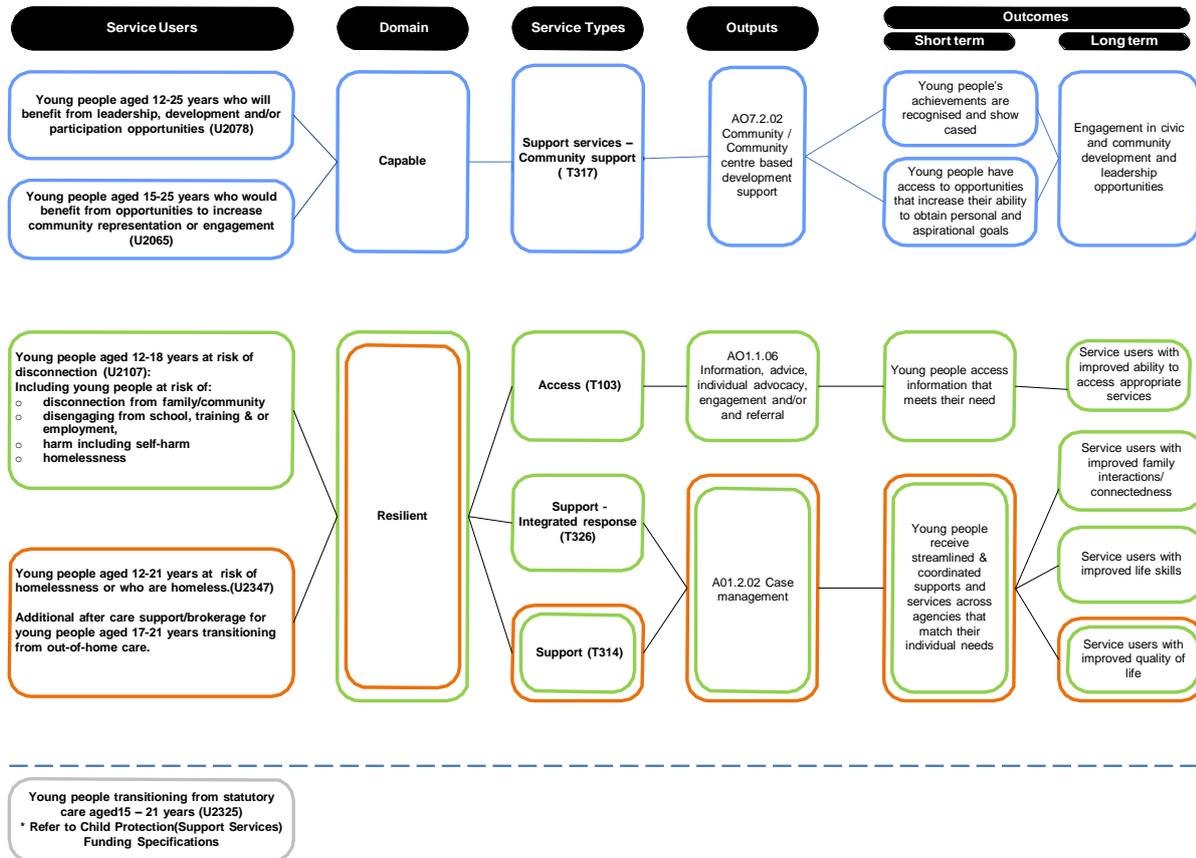
- The Department of Communities, Child Safety and Disability Services [2015-2019 Strategic Plan](#)

Investment under Young People is linked to the:

- Capable investment domain, and
- Resilient investment domain.

Funding is also provided to young people under the Child Protection (Support Services) investment specification linked to the Safe domain (please refer to the Child Protection (Support Services) specification for more information).

3. Investment logic



4. Service delivery overview

The table below provides an overview of the services users and service delivery types within the Young 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
Young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement (U2065)	Support services – Community support (T317)
Young people aged 12–25 years who will benefit from participation, leadership and development opportunities (U2078)	
Young people aged 12 – 18 years who are at risk of disconnection (U2107)	Access – Information, advice and referral (T103)
	Support services – Support and Case management (T314)
	Support services – Integrated Response (T326)
Young people aged 12 – 21 years who are at risk of homelessness, or who are homeless (U2347)	Support services – Support and Case management (T314)
Young people transitioning from statutory care – aged 15 – 21 years (U2325)	Support – Transition to Independence (T329)
<i>Refer to Child Protection (Support Services) Investment Specifications</i>	<i>Refer to Child Protection (Support Services) Investment Specifications</i>

4.1 Description of service types

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

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

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

5. Service delivery requirements for all services

5.1 General information for all services

Services that are funded under Young 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

There are no specific requirements for all services.

5.1.2 Considerations for all services

Services should demonstrate a high level of coordination with other services and agencies (e.g. education, health and housing services) that may also be providing immediate and ongoing support to young people.

6. Service delivery requirements for specific Service Users

6.1 Young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement (U2065)

Purpose of funding:

To provide opportunities to build young community representative’s skills to influence community and public decision making by equipping them with knowledge of Queensland’s parliamentary system.

6.1.1 Requirements – young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement

The funded organisation must:

Undertake a process to encourage nominations from young people with diverse backgrounds.

Assess and select ninety-three young people from diverse backgrounds to participate, comprising of one young person per electorate and an additional four Indigenous specific placements.

Develop capacity building activities and deliver two residential forums in Brisbane, with the initial launch to be delivered during National Youth Week where possible.

Develop and coordinate networking activities with other young people, government and other relevant agencies to encourage young people to interact with their local community and key stakeholders to develop and implement one community action plan per participant.

Submit quarterly milestone reports and an Annual report using the approved templates.

6.1.2 Considerations – young people aged 15–25 years who will benefit from opportunities to increase community representation or engagement

Nil.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.2 Young people aged 12–25 years who will benefit from participation, leadership and/or development opportunities (U2078)

Purpose of funding:

- Develop and implement activities and/or events that aim to raise awareness of social issues or a social issue.
- To coordinate events across the state leading into and during National Youth Week (NYW) as an opportunity to celebrate the achievements of young people, develop young people's leadership skills, and promote a greater sense of community connection through the engagement of young people in positive activities.
- Develop an integrated marketing and communication strategy to support NYW in Queensland to promote participation by young people in NYW activities in Queensland and effect positive community attitudes towards young people. Mandatory elements of the campaign strategy include the development and implementation of a Ministerially approved:
 - Queensland creative concept
 - Promotional material/s and correspondence must include acknowledged of State and Commonwealth funding
 - An online and social media presence (including events calendar).

6.2.1 Requirements – young people aged 12–25 years who will benefit from participation, leadership and/or development

The funded organisation must:

- Administer a small Community Grants program on behalf of the Queensland Government to fund community organisations and PCYC branches to hold National Youth Week (NYW) events and activities both leading into NYW and during the 10 day celebrations. This grants program should commence in January each year to raise awareness and increase community engagement in NYW .
- Establish and lead a panel consisting of representatives from the department and partners to select community organisations, in consultation with Office for Youth, to receive small grants funding based on agreed criteria.
- Develop and deliver activities leading NYW each year across the state between January and April raising awareness and engagement of young people in NYW as detailed in the project plan agreed with Office for Youth by 30 November each year.
- Partner with a Queensland Government agency identified by Office for Youth (OFY) each year to highlight the NYW theme.
- Develop and deliver a marketing and communications campaign for NYW in Queensland including promotional material and nationally branded promotional collateral. Any promotional material produced by the funded organisation is to include the NYW Commonwealth logo, national theme and acknowledge the funding provided by the Commonwealth Government. Promotion for NYW across Queensland should commence in January each year.
- Support the recruitment and ongoing development of the Queensland Young Member and fund them to participate in the National Planning Group (NPG) and promotional activities in the lead up and during NYW .

- Provide a milestone report as per attached reporting template including the outcomes achieved, feedback, case studies and number of participants.

6.2.2 Considerations – young people aged 12–25 years who will benefit from participation, leadership and/or development

Nil.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.3 Young people aged 12–18 years who are at risk of disconnection (U2107)

Including young people at risk of:

- disconnecting from their family/community or support network
- disengaging from school, training and /or employment
- harm, including self-harm
- homelessness.

Purpose of funding:

To deliver a range of services that support young people in Queensland who are not supported by a range of protective factors (families, friends, communities, school) that enable them to lead healthy and active lives. This could be due to exposure to risk factors like family conflict and parental stress, abuse or neglect, poverty, housing stress, unemployment, disengagement from school, pregnancy and drug and alcohol misuse may increase young people's vulnerability to harm and negative life outcomes.

Services will provide consistent assessment to identify appropriate individual responses for vulnerable young people to help them achieve positive life outcomes. These will be available for the duration of the young person's needs, from short to longer term. Where required, services will facilitate the delivery of effective and coordinated support to young people, including those with multiple and/or complex needs.

The intensity of support provided will be determined by the needs of the young person.

6.3.1 Requirements – young people aged 12–18 years who are at risk of disconnection

- The funded organisation 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.

6.3.2 Considerations – young people aged 12–18 years who are at risk of disconnection

- Nil.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

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

Including young people who

- have been “sleeping rough” or living in unstable or temporary housing arrangements.

Purpose of funding:

- To support young people to access and maintain safe and stable accommodation.
- Provide access to information and advice which will assist the young person to connect with their family and/or supports and services in the community.
- To assist young people to transition to greater stability and independence by providing case management support and two options of brokerage:
 - To purchase goods and services for the direct benefit of young people 12 – 21 years in line with case plan goals
 - To provide After Care support and/or goods and services in line with case plan goals to young people aged 17–21 years transitioning from out-of-home care.

6.4.1 Requirements – young people aged 12–21 at risk of homelessness or homeless

- The funded organisation must provide an initial assessment to identify the housing, employment, training and education support needs of the Service User.
- The funded organisation must undertake comprehensive, ongoing assessment of the Service User’s support needs.
- The funded organisation must provide planned support to assist young people to reach their case plan goals and review progress throughout the support relationship.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

6.4.2 Considerations – young people aged 12–21 at risk of homelessness or homeless

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

Service delivery mode options:

- Centre-based
- Accommodation
- Mobile
- Virtual

7. Service delivery requirements for specific service types

7.1 Access – Information, advice and referral (T103)

Services that assist Service Users and community members to make informed decisions about, or be connected to, the services and support that 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.

7.1.1 Requirements – information, advice and referral

- The funded organisation must provide an initial assessment, including safety planning, to identify the most appropriate assistance available in accordance with the level of need and circumstances to support the needs of the young person.
- The funded organisation must provide prevention and early intervention supports requiring **low** intensity support and/or referral to other provider/s better placed to meet presenting issues and/or connect to community supports.
- The funded organisation must provide information and advice which will assist the young person to connect with their family and/or supports and services in the community.
- The funded organisation must facilitate a supported referral process, where needed, to the most appropriate mainstream and specialist services e.g. drug or alcohol, education, mental health, homelessness services. This is an indicative, not exhaustive, list.
- The funded organisation must facilitate practical support until appropriate referral is completed.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

7.1.2 Considerations – information, advice and referral

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.
- Brokerage funds are provided by this service type to Service Users whose needs have been assessed by services to meet immediate needs that will reduce or extinguish the need for further, more intensive intervention.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.2 Support services – Support & Case management (T314)

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

7.2.1 Requirements – case management

- The funded organisation must assess Service User needs combined with an initial and ongoing risk assessment and safety planning as needed.
- The funded organisation must provide support to Service Users assessed with **medium to high** level of support needs through case management to assist Service Users to reach their goals and progress must be reviewed throughout the support relationship.
- The funded organisation must assist Service Users to achieve their goals by providing individual, practical and well-planned assistance to address issues and barriers related to, or resulting from, the four key areas of concern – family conflict, homelessness, harm, including self-harm and/or unemployment.
- The funded organisation must facilitate social contact with family and friends and forming new social networks, as needed.
- The funded organisation must facilitate access to education, volunteering, employment and leisure activities.
- The funded organisation must provide practical and/or interpersonal assistance e.g. accessing income support payments, arranging transport to assist Service Users to attend appointments.
- The funded organisation must assist and support referrals to facilitate access to specialist services or integrated response services including drug or alcohol, mental health, housing services, legal services, domestic and family violence support, general health services, budgeting and debt management and any other mainstream services as required.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

7.2.2 Considerations – case management

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- The service must consider for priority, referrals from other Access and Support services funded under the Young People Investment Specification.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.
- Brokerage funds, as a component of support, are used by this service type to purchase goods and services for the direct benefit of Service Users in line with case plan goals.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.3 Support services - Integrated response (T326)

Integrated response (case management) is a collaborative, Service User-centred process aimed at empowering and working with Service Users to effectively meet their individual needs and to increase their self-reliance and independence. Integrated response services provide case management which incorporates direct support to the Service User, based on support needs identification, assessment and planning and the coordination of access to a range of other appropriate supports. This includes leading, establishing and participating in case panels between services to support the Service User's journey.

7.3.1 Requirements – integrated response

- The funded organisation must assess Service User needs combined with an initial and ongoing risk assessment and safety planning as needed.
- The funded organisation must provide coordinated and integrated responses which ensures the right people work together to support the Service User with **complex and or multiple needs**, including:
 - leading the establishment and participating in case panels between services (involving a minimum of two additional service outlets/departments)
 - identifying local barriers to coordinated service delivery and implementing local strategies to enhance service provision and reduce duplication of services.
- The funded organisation must assist and support referrals to facilitate access to specialist services or integrated response services including drug or alcohol, mental health, housing services, legal services, domestic and family violence support, general health services, budgeting and debt management and any other mainstream services as required.
- The funded organisation must facilitate social contact with family and friends and forming new social networks, as needed.
- The funded organisation must facilitate access to education, volunteering, employment and leisure activities.
- The funded organisation must provide practical and/or interpersonal assistance where required e.g. accessing income support payments, arranging transport to assist Service Users to attend appointments.
- The funded organisation must provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

7.3.2 Considerations – integrated response

- The department will provide tools to funded organisations to assist in their practice. Incorporation of these tools into practice is strongly encouraged.
- The department will deliver or facilitate the delivery of information, training and development events to support best practice. Participation in these events is strongly encouraged.
- Accessible and available - services will be accessible and available to the target group, including through out of school and extended hours in response to local need.
- A collaborative approach through partnerships and integrated responses is encouraged to improve Service User outcomes and minimise the duplication of services.

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

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.4 Support services- Community support (T317)

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

7.4.1 Requirements – community support

Funded organisations must:

- Develop opportunities for young people to participate in programs/events/activities/projects designed to develop their skills and support them in reaching their full potential.
- Include young people in program/project development including consultation, design, delivery and evaluation.
- Provide opportunities for young 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, resilient citizens.
- Provide opportunities for the wider community to listen to young people and acknowledge and celebrate the positive contributions made by their efforts and achievements.
- Support young people to positively connect with their families, friends and social networks.
- Deliver programs/events/activities/projects in a culturally appropriate manner.

7.4.2 Considerations – community support

Nil

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

8. Service modes

A service can be delivered through one or more of the following modes to meet the individual, geographic and cultural needs of the Service User group including:

- Accommodation: Services are provided in accommodation with support.
- Centre-based: Services are provided face to face on the service's premises (a site young people and families can access).
- Mobile: Outreach services are provided in locations other than the services premises.
- Virtual: Services may be delivered over the telephone or via the internet.

9. 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.

COUNTING RULES, DESCRIPTORS AND REPORTING EXAMPLES: For counting rules, detailed descriptors and examples please refer to the [Catalogue \(Version 1\)](#).

OUTCOME MEASUREMENT: All quantitative reporting on outcome measures can be supplemented with **optional** 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>U2065 – Young people aged 15-25 years who will benefit from opportunities to increase community representation or engagement</p> <p>U2078 – Young people aged 12-25 years who will benefit from participation, leadership and development opportunities</p> <p>U2107 – Young people aged 12-18 years who are at risk of disconnection</p> <p>U2347 – Young people aged 12-21 years who are at risk homelessness, or who are homeless</p> <p>U2325 - Young people aged 15-21 years transitioning from statutory care <i>Refer to Child Protection (Support Services) Investment Specifications</i></p>	<p>T103 – Access - information, advice and referral</p> <p>T314 – Support services – support and case management</p> <p>T317 – Support services – community support</p> <p>T326 - Support services - integrated response</p> <p>T329 – Support – transition to independence <i>Refer to Child Protection (Support Services) Investment Specifications</i></p>	<p>A01.1.06 – Information, advice, individual advocacy, engagement and/or referral</p> <p>A01.2.02 – Case management</p> <p>A07.2.02 – 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

U2065 - Young people aged 15-25 years who will benefit from opportunities to increase community representation or engagement

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	
U2065	T317	A07.02.02 Community/ community centre- based development, coordination and support	Milestones	NA	A07.02.2	Upload Report – Milestones (Youth Development and Leadership)

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U2065	T317	NA	NA
Service User Code	Service Type Code	Demographic Measure	
U2065	T317	NA	NA
Service User Code	Service Type Code	Outcome Measure	
U2065	T317	NA	NA
Service User Code	Service Type Code	Other Measure	

U2078 - Young people aged 12-25 years who will benefit from participation, leadership and development opportunities

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	
U2078	T317	A07.02.02 Community/ community centre- based development, coordination and support	Milestones	NA	A07.02.2	Milestones

Relates to item 7.1 or 9.1 of the agreement						
Service User Code	Service Type Code	Throughput Measure				
U2078	T317	NA	NA			
Service User Code	Service Type Code	Demographic Measure				
U2078	T317	NA	NA			
Service User Code	Service Type Code	Outcome Measure				
U2078	T317	NA	NA			
Service User Code	Service Type Code	Other Measure				
U2078	T317	NA	NA			

U2107 - Young people aged 12-18 years who are at risk of disconnection

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	
U2107	T103	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Insert number of hours	Insert 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
U2107	T314	A01.2.02 Case management	Insert number of hours	Insert number of Service Users	A01.2.02	Number of hours provided during the reporting period
U2107	T326					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	
U2107	T326	IS131	Number of case panels coordinated
U2107	T103	IS142	Number of Service Users receiving brokerage
U2107	T314		
U2107	T326		
U2107	T314	IS145	Number of Service Users who exited the service
U2107	T326		
U2107	T103	IS148	Number of Service Users who were referred to an external service
U2107	T314		
U2107	T326		

U2107	T103	IS149	Number of Service Users who were referred to an internal service
U2107	T314		
U2107	T326		
U2107	T314	IS150	Number of Service Users with a new case plan developed
U2107	T326		
U2107	T103	IS151	Value of brokerage
U2107	T314		
U2107	T326		
U2107	T103	IS255	Number of Service Users who are new
U2107	T314		
U2107	T326		
U2107	T314	GM07	Number of Service Users who had the case plans closed/finalised as a result of majority of needs being met
U2107	T326		
Service User Code	Service Type Code	Demographic Measure	
U2107	T103	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2107	T314		
U2107	T326		
U2107	T103	IS39	Number of Service Users identifying as being from a culturally and linguistically diverse (CALD) background
U2107	T314		
U2107	T326		
U2107	T103	IS205	Number of female Service Users
U2107	T314		or Number of male Service Users
U2107	T326		

Service User Code	Service Type Code	Outcome Measure	
U2107	T314	OM2.1.03	Number of Service Users with improved family interactions/connectedness
U2107	T326		
U2107	T314	OM2.1.04	Number of Service Users with improved quality of life
U2107	T326		
U2107	T103	OM2.1.05	Number of Service Users with improved ability to access appropriate services
U2107	T314	OM2.1.08	Number of Service Users with improved life skills
U2107	T326		
Service User Code	Service Type Code	Other Measure	
U2107	T326	IS63	Case studies/upload a document
U2107	T314		

U2347 - Young people aged 12-21 years of age who are at risk homelessness, or who are homeless

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	
U2347	T314	A01.2.02 Case Management	Insert number of hours	Insert 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

Relates to item 7.1 or 9.1 of the agreement			
Service User Code	Service Type Code	Throughput Measure	
U2347	T314	IS142	Number of Service Users receiving brokerage
U2347	T314	IS145	Number of Service Users who exited the service
U2347	T314	IS150	Number of Service Users with a new case plan developed
U2347	T314	IS151	Value of brokerage
U2347	T314	IS255	Number of Service Users who are new
U2347	T314	GM07	Number of Service Users who had the case plans closed/finalised as a result of majority of needs being met

Service User Code	Service Type Code	Demographic Measure	
U2347	T314	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
U2347	T314	IS39	Number of Service Users identifying as being from a culturally and linguistically diverse (CALD) background
U2347	T314	IS205	Number of female Service Users
			or Number of male Service Users
Service User Code	Service Type Code	Outcome Measure	
U2347	T314	OM2.1.04	Number of Service Users with improved quality of life
Service User Code	Service Type Code	Other Measure	
U2347	T314	NA	NA

10. Contact information

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

11. Other funding and supporting documents

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

- [Investment Domains Guideline](#)
- [Investment Specifications](#):
 1. Child Protection (Support Services)
 2. Child Protection (Placement Services)
 3. Families
 4. Domestic and Family Violence
 5. Individuals
 6. Young People
 7. Older People
 8. Community
 9. Service System Support and Development
- [Catalogue](#)
- [Human Services Quality Framework \(HSQF\)](#)
- [Queensland Youth Strategy – connecting young Queenslanders 2013](#)
- [Practice Guide](#)
- [Guidelines for Service Delivery: Youth Housing and Reintegration Service including After Care Service](#)

12.Report – National Youth Week

NATIONAL YOUTH WEEK <year>

for

< Name of organisation >

HOW TO COMPLETE THIS REPORT

- Please complete all questions - do not leave any questions blank.
- Dot point or note form is acceptable.
- If there is insufficient space, please attach additional pages.
- You must complete the Financial Acquittal Statement at Attachment A.
- Completed reports must be received by the secretariat by 30 June 2015.
- Details will be incorporated into the National Summary Report for NYW 2015.

PERSON TO CONTACT IN RELATION TO THIS REPORT

Name

Position Title

Organisation

Contact telephone number.....

Contact e-mail

Please send the completed report to nationalyouthweek@education.gov.au

Scanned, signed documents can also be sent to the above email address; alternatively you can post your completed report to

National Youth Week Secretariat

Loc C50MA8

Australian Government Department of Education
PO Box 9880
Canberra ACT 2601

1. SUMMARY

- 1.1 Provide an overview of highlights and key achievements on the activities and events held in your state/territory.
- 1.2 What funding mechanism did you use to distribute funds? For example, did you distribute funds through a grants program/ funding of organisations or local councils? Please describe.
- 1.3 What was your state/territory contribution to funding provided?
- 1.4 Provide a breakdown of how Australian Government funds were distributed.

2. ACTIVITIES, EVENTS AND PARTICIPATION

- 2.1 Approximately how many local activities and events were held during NYW in your state/territory?

- 2.2 How many activities and events took place in the following areas?

Metropolitan Areas		Regional Areas	
Rural/Remote Areas		Virtual (post, internet, radio)	

As it is difficult to define Metropolitan/Regional and Rural and Remote, we have provided some information below to assist. Please use this information and your own judgement to complete the table above.

Metropolitan would include all capital cities and major urban districts: examples would be Canberra, Queanbeyan, Cairns, Gold Coast- Tweed, Geelong, Newcastle, Sunshine Coast, Townsville, and Wollongong.

Regional would include towns such as Albury-Wodonga, Ballarat, Bathurst, Orange, Burnie, Bendigo, Launceston, Rockhampton, Wagga Wagga, Bunbury, Coffs Harbour, Dubbo, Geraldton, Gladstone, Nowra, Mildura and Port Macquarie.

Rural/remote would be all areas with less population by comparison to any of the above.

2.3 Indicate the number of organisations involved in providing activities and events.

Councils	
NGOs	
Other government agencies	
Schools/Tertiary Institutions	
Private sector organisations	
Other (please specify)	

2.4 Please provide the approximate number of young people attending NYW activities in your state/territory.

2.5 Please indicate the approximate number of young people involved in planning and/or organising NYW activities in your state/territory.

2.6 Please provide the approximate number of events targeted at disadvantaged* young people in your state/territory

2.7 Please summarise some of the key events held during NYW targeted at disadvantaged* young people in your state/territory.

* Disadvantaged young people include young people in regional Australia, young people with a disability, young people at risk of homelessness, Aboriginal and Torres Strait Islander young people, culturally and linguistically diverse (CALD) young people, young carers, unemployed young people, and young people in juvenile justice centres

2.8 How were young people involved in the planning and/or organising of NYW activities and events at the state/territory and local level?

2.9 Please provide any feedback you may have received from young people on their level of satisfaction in the planning and/or organising of NYW activities and events and the types of events and activities on offer.

3. MARKETING AND PROMOTION

3.1 What type of marketing and promotion did your state/territory undertake for NYW in 2015?

- Television Radio Print Press Online or virtual
- Merchandise Social Media Other

3.2 Provide a brief overview of your marketing and promotion campaign. In your view what was the most successful approach?

3.3 Please provide a brief description of NYW merchandise used for NYW 2015.

3.4 Did you develop a state/territory website for NYW 2015?

- Yes No

3.5 Please provide details of any sponsorship/partnerships you secured for NYW activities and events.

3.6 Did any of your sponsors or partners advertise NYW on their website?

- Yes No

If yes, please list them.

4. SUCCESSES AND LEARNINGS

4.1 What factors contributed to the success of NYW activities in your state/territory? For example, Calendar of Events, website, advertising etc.

4.2 What factors may have limited NYW activities and events in your state/territory?

5. ANY OTHER INFORMATION OR FEEDBACK?



An Australian, State, Territory and Local Government Initiative

National Youth Week 2015

Financial Acquittal

A financial statement supporting the expenditure of National Youth Week funding must accompany this form.

I _____, the occupant of the position of

_____ in _____

which received Australian Government funding to a total of \$ _____ (GST inclusive) for the period 1 July 2014 to 30 June 2015 for the services specified in the "Funding Agreement National Youth Week" dated **(insert date funding agreement was signed)**.

HEREBY CERTIFY THAT:

- a) Australian Government funding of \$ _____ was expended for National Youth Week 2015 activities; and
- b) the Australian Government funding for National Youth Week 2015 was expended prior to the end of National Youth Week 2015.

I have attached a financial statement for the acquittal of the funding agreement and have provided all necessary supporting documentation as evidence of the expenditure as required.

Dated this _____ day of _____ 2015

Signed _____

13.Report - Case Study (Youth Support)

<Service name> <number> <service type> <date>

(Two to three sentences per topic with all content de-identified to protect service users – approximately 1 page)

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: eg

- case plan developed
- counselling sessions
- brokerage provided to assist getting to interviews

Provide 2 – 3 sentences describing the outcome/s for the service user against one or more of the following:

- Improved access to information/services that meet their needs
- Improved connection with family/community
- Improved engagement/participation in education, training and employment
- Improved health and wellbeing
- Improved capacity to develop independent living skills and to access accommodation

How long was the young person involved with the organisation/service?

14. Report – Milestones (Youth Development and Leadership)

<Service name> <T317><U2065> Service Number: < >

Reporting period: from insert start date to insert end date

Provide details about the milestone tasks delivered during the period. Refer to the 'Description of Services' section in your service agreement for more details.

Output	Milestone task	Details (e.g. purpose & aims, outcomes, major achievements, frequency, etc)
A07.2.02 Community/ community centre-based development & support	Plan/schedule Submit a proposal and workplan	Work Plan to comprise: <ul style="list-style-type: none"> • communication plan to ensure stakeholders are informed of key milestones for the upcoming Youth Parliament • risk management plan • continuous improvement plan • budget summary for the proposed Youth Parliament including participant fee contributions and in-kind support from the YMCA
	Report Provide a summary report for each respective year's program prior to the Youth Forum and Launch	Progress in relation to: <ul style="list-style-type: none"> • significant achievements/tasks undertaken against deliverables and timeframes as specified in the workplan (i.e. communication strategy, risk management and continuous improvement strategies and the budget) • number of young people nominated for Youth Parliament (including data on ATSI / CALD / gender rural/regional/ metropolitan participation) • training and support planned / provided for Youth Members and the Executive • emerging issues/potential risks

	<p>Report</p> <p>Provide a summary report prior to the Residential</p>	<p>Progress in relation to:</p> <ul style="list-style-type: none"> • significant achievements/tasks undertaken against deliverables and timeframes as specified in the workplan (including number of anticipated participants for Residential, details of planned activities and event and bills developed) • demographic details in relation to selected Youth Members (including data on ATSI / CALD / gender rural/regional/ metropolitan participation) • training and support provided / planned for Youth Members and the Executive • emerging issues/potential risks
	<p>Report</p> <p>Provide a Final Report</p>	<p>Final report to include:</p> <ul style="list-style-type: none"> • number and retention rates of selected Youth Members (including data on ATSI / CALD / gender rural/regional/ metropolitan participation) • significant achievements and outcomes of the program • emerging issues/potential risks • demonstration of engagement and collaboration with stakeholders • summary of Youth Members and Executive member feedback • provision of three case studies

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

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

Reporting period from: insert start date to insert end date

Outcome measure: insert measure

Supplementary qualitative evidence to outcome measure:

[insert here]