

Young People

Investment Specification

October 2019

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1. Introduction

In line with the strategic intent of the Department of Child Safety, Youth and Women (the department), Young People has been designated as an investment area for support services for young Queenslanders aged between 8 and 25 years, including young people at high risk of entering, the Youth Justice system.

1.1 Purpose of the investment specification

The purpose of the Young People Investment Specification (the 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.

The Specification is a guide for outsourced service delivery under the Young People investment area where all service types are linked to the achievement of specified outcomes. Investment specifications form part of a hierarchy of funding documents for 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 related documents.

The Specification forms part of the suppliers' funding agreement, where specified, and is available on the department's website. In the event of any inconsistency between the Specification and the funding agreement, the funding agreement will prevail.

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 procurement invitation documents, as well as contract documents or service agreements.

2. Investment 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 are prevented from harm by self or others
- young people access information that meets their needs
- young people receive integrated and coordinated supports and services across agencies through collaborative and active efforts that match young people's 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.
- young people experiencing vulnerability are provided with maximum opportunities to participate in the development of activities supported by the investment to increase their community connection
- young people experiencing vulnerability are supported to gain equitable access to services, activities and educational, training and/or employment opportunities in their local areas.

2.1 Context

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

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. However 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 invest in services which will work effectively with Queensland young people, connecting them to the information and services they need to participate positively and proactively in their communities.

The department will invest in community organisations to deliver outsourced services to:

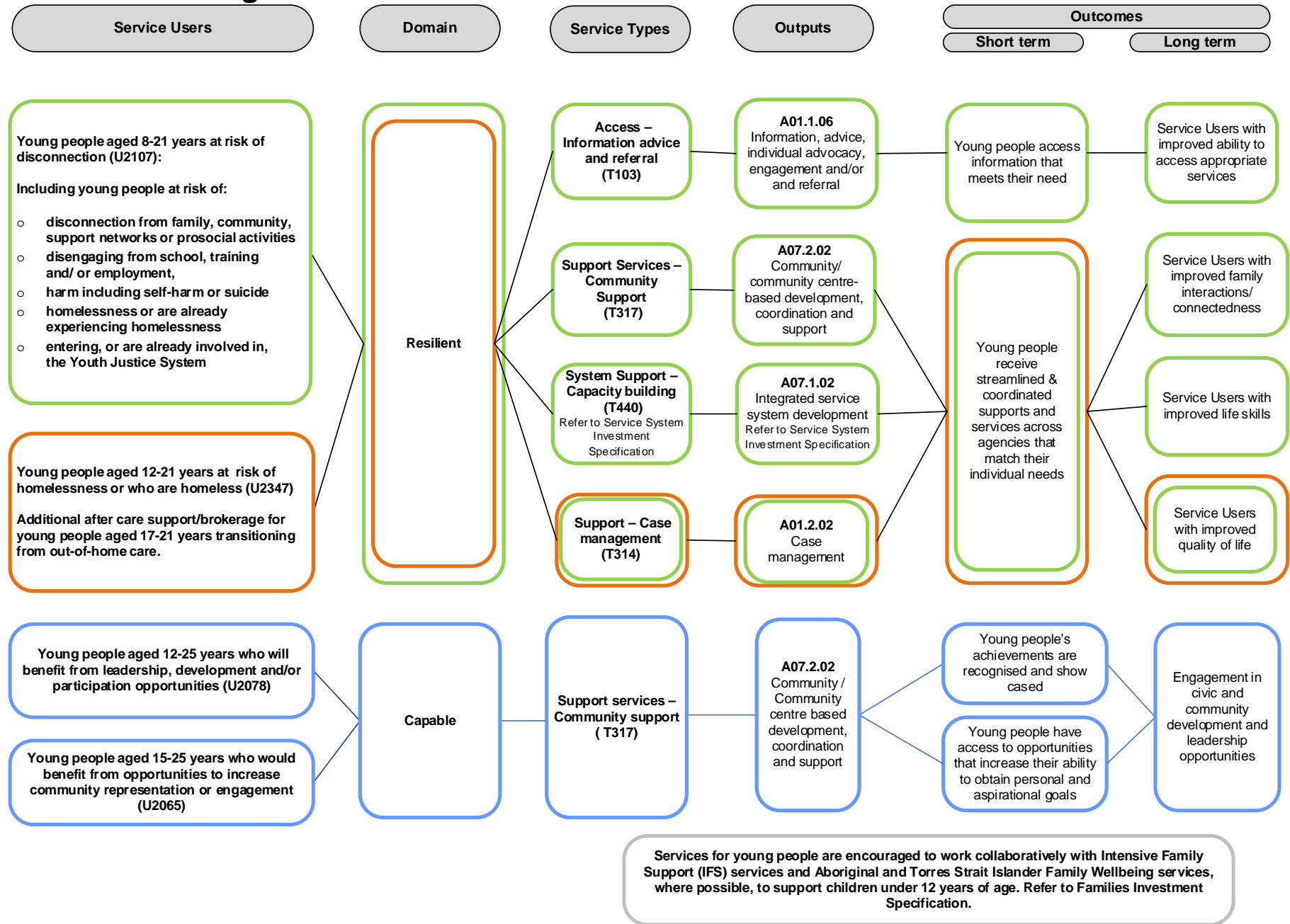
- support young people at risk of disconnection, focusing service delivery effort on building young people's connection to their families and community and encouraging pro-social behaviour
- provide a coordinated and integrated response to the complex needs of young people who are homeless or at risk of homelessness
- be inclusive of all young people including Aboriginal and Torres Strait Islander young people, young people from culturally diverse backgrounds, those experiencing discrimination on the basis of their sexuality, disability or mental health and those experiencing disadvantage or barriers to participation
- provide leadership, participation and development activities that encourage civic participation, build leadership and showcase young people's talents
- support young people to understand the consequences of their actions and to engage with Youth Justice practitioners, other specialist and community based organisations to reduce antisocial behaviour, youth offending, re-offending and remand levels within local communities
- support the participation of vulnerable young people in the design and development of services and prosocial activities that meets their needs and helps them develop confidence and practical skills
- support young people in culturally safe services and environments
- enhance cooperation and build networks between the community, non-government organisations, local government authorities and government bodies in the development and implementation of services and activities funded under this investment

Services directed to young people will be informed by:

- The [Queensland Youth Strategy](#)
- The Department of Child Safety, Youth and Women [Strategic Plan](#)
- The Queensland [Youth Justice Strategy](#)
- The Queensland [Human Rights Act 2019](#) and other legislation as relevant.

The department also invests in services for young people under the *Child Protection (Support Services) Investment Specification*.

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 investment 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 on the department's website.

Service Users	Service types
Young people aged 8–21 years who are at risk of disconnection (U2107)	Access – Information, advice and referral (T103)
	Support – Support and case management (T314)
	Support services – Community support (T317)
Young people aged 12–25 years who will benefit from participation, leadership and development opportunities (U2078)	Support services – Community support (T317)
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 12–21 years who are at risk of homelessness, or who are homeless (U2347)	Support services – Support and Case management (T314)
Service Providers including NGOs and local councils – Industry (U5230)	System Support – Capability building (T440)
Refer to the Service System Support and Development Specification on the department's website for more information	Refer to the Service System Support and Development Specification on the department's website for more information

4.1 Description of service types

Access Services assist individuals and families to connect with available supports, and is delivered through information, advice and referral. Access services can also link young people to community-based activities and events.

Support and Case Management is delivered through advice, information, individualised case management or case coordination, and referrals to other local services such as Intensive Family Support (IFS) and Family Wellbeing (FWB) services.

Community Support provides a mix of practical programs and activities that increase young people's capacity, skills and confidence to participate in their community and better connect to volunteering, educational, training or employment opportunities.

Capacity Building supports community partners to help them extend their knowledge, services and facilities to young people and provide young people with opportunities to develop their skills and increase their participation in community life.

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

5. Service delivery requirements for all services

5.1 General information for all services

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

Aboriginal and Torres Strait Islander service users

When working with Aboriginal and Torres Strait Islander young people, their families and communities, Services must be familiar with the five elements of the Aboriginal and Torres Strait Islander Child Placement Principle and how they can be applied to supporting young people experiencing vulnerability. [ATSICPP-resource-June2019](#)

- Prevention – protecting children's rights to grow up in family, community and culture by redressing the causes of child protection intervention.
- Connection – maintaining and supporting connections to family, community, culture and country for children in care.
- Participation – ensuring the participation of children, parents and family in decisions regarding the care and protection of their children.
- Placement – placing children in out of home care in accordance with established placement hierarchy.
- Partnership – ensuring the participation of community representatives in service design, delivery and individual case decisions.

Service system participation

Services should participate in service system networks and form collaborative community partnerships, including with specialised service providers, other youth focused agencies, Youth Justice Service Centres, local community groups and local, state and federal government agencies, as relevant to ensure the best outcome for the young person.

Services should demonstrate a high level of coordination with other services and agencies, e.g. education, health, child safety, youth justice and housing services that can provide immediate and ongoing support to young people.

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. Blue Card information is available at: www.bluecard.qld.gov.au

Service delivery practice principles

The following service delivery practice principles should be applied where appropriate:

- Range of engagement opportunities and activities – A range of evidence based engagement approaches and activities to be provided to address the presenting needs of young people, their families and communities.
- Activities are responsive to the needs of young people — Young people have different levels of need which require different service responses. While some young people can be engaged in activities

others may require immediate assistance and information or referral to other services for more intensive and ongoing support that is informed by a needs assessment.

- Promote participation of young people — Activities should involve young people in decision making so that services are relevant to their issues and needs. Participation enables young people to develop valuable skills and experiences that allow them to be recognised for their contributions. Building on the strengths of an individual is recognised as being particularly important during the transition points in a young person's development.
- Activities are delivered to enable young people to integrate with their family, school, culture and community — Activities should involve the family, schools and training providers, peers and the local community to help build a sense of connectedness to others and to society. Young people are assisted to engage in a positive and sustainable way with their families, schools and community networks.
- Activities are culturally appropriate and safe - Activities that have a cultural focus should ideally be delivered in order of preference by: individuals or organisations from the young person's community or language group who is assessed as appropriate; another Aboriginal person or Torres Strait Islander who is compatible with the young person's community or language group who is assessed as appropriate; another Aboriginal person or Torres Strait Islander who is assessed as appropriate; and a non-Indigenous person who is assessed as appropriate, in consultation with key Aboriginal or Torres Strait Islander persons and/or organisations.

Note: this principle should also be applied when delivering interventions to young people and their families and communities from other culturally and linguistically diverse backgrounds.

- Activities are evidence-based — Engagement and activities are based on theory and contemporary evidence about what works to reduce anti-social and offending behaviour in young people.
- Service delivery is monitored and evaluated — Activities are delivered for the purpose of achieving the desired goals and objectives of the young person and the purpose of the initiative. Service delivery and activities are monitored by funded services reporting on outcome measures.
- Service delivery is flexible and responsive to local needs and capacities - Service delivery and activities need to be adapted to suit the needs and capacities of an individual young person, their families and local communities. The integrity of service delivery needs to be maintained while being flexible and adaptable to meet changing needs.

The department may from time to time update the Young People 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 the Young People investment specification on the department's website for information and requirements related to these Service Users and Service types.

5.1.2 Considerations for all services

Workforce competency

- Staff teams should be appropriately trained and culturally and professionally diverse (where possible), and have the appropriate skills to meet the needs of the target group.
- Services are responsible for the recruitment of appropriately qualified staff, provision of appropriate induction, ongoing training and development and professional supervision of these staff.
- The department understands that in some circumstances such as in remote parts of Queensland recruitment of staff with appropriate skills and experience can be difficult. It is also recognised that it may

be desirable for a mix of qualifications, cultural connections and knowledge of the local area, skills and life experience to be reflected in the team.

6. Service delivery requirements for specific Service Users

6.1 Young people aged 8–21 years who are at risk of disconnection (U2107)

Including young people at risk of:

- disconnecting from their family, community, prosocial or recreation activities or informal support networks
- disengaging from school, training and /or employment
- harm including self-harm and suicide
- cultural disconnection
- homelessness
- entering, or already involved in, the Youth Justice System

Purpose of investment:

To deliver a range of services that support young people in Queensland who are not supported by protective factors (families, friends, communities, school and cultural connections) that enable them to lead safe, healthy and active lives.

This could be due to exposure to risk factors that may increase young people's vulnerability to harm and negative life outcomes. For example - family conflict and parental stress, domestic and family violence, peer to peer violence, bullying, other forms abuse or neglect, poverty, income instability/absence, housing stress/homelessness, unemployment, disengagement from school, pregnancy, sexual assault, drugs, illicit and volatile substances and alcohol use, racism.

Suppliers will provide comprehensive assessment methods and reliable engagement techniques to identify appropriate individual responses for young people experiencing vulnerability to help them achieve positive life outcomes. These will be available for the duration of the young person's need, from short to long term. Where required, Suppliers will facilitate the delivery of effective and coordinated support to young people, including those with multiple and/or complex needs and Aboriginal and Torres Strait Islander young people.

The intensity of support provided will be determined by the assessed needs of the young person. Consideration of how young people learn about and access support services in their community – self-help strategies used by young people and the use of alternative formats (e.g. internet and social media platforms) and peer-to-peer/friendship networks (i.e. self-knowledge of service quality, reputation and responsiveness from within peer networks of previous service users) are highly influential features in young people methods of service access.

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.

Young people who are risk of entering the Youth Justice System are known to Police and have been cautioned more than once.

6.1.1 Requirements – Young people aged 8–21 years who are at risk of disconnection

The Supplier 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.

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

The Supplier must:

Ensure young people aged 8–11 years are only offered a service if a sibling aged 12 years or older is already receiving support or in the context of working with the family. Work collaboratively with an Intensive Family Support (IFS) or Family Wellbeing (FWB) service where possible to ensure the best outcome for children and their family under the age of 12 years.

Provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

6.2 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 investment:

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.

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

The Supplier must:

Provide an initial assessment to identify the contributing factors or risks for the young person presenting as or at risk of homelessness. Consideration should be given to working with specialist homelessness services, in conjunction with the Supplier's own efforts, 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

Undertake comprehensive, ongoing assessment of the Service User's support needs.

Provide planned support to assist young people to reach their case plan goals and review progress throughout the support relationship.

Provide the department with data by entering into the relevant Service User Management System or reporting template as provided by the department.

6.2.2 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

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

Purpose of investment:

Develop, implement and/or support activities and/or events that aim to raise awareness of social issues or a social issue.

To promote and contribute to events across the state leading into and during Queensland Youth Week (QYW) 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 QYW in Queensland to promote participation by young people in QYW 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 creative concept.

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

The Supplier must:

Develop and deliver a marketing and communications campaign for QYW in Queensland including promotional material and branded promotional collateral. Any promotional material produced is to include the QYW logo. Promotion for QYW across Queensland should commence in January each year, unless otherwise advised of a different date by the department.

6.3.2 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

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

Purpose of investment:

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.

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

The Supplier must:

Undertake a process to encourage nominations from young people with diverse backgrounds. Assess and select 93 young people from diverse backgrounds to participate, comprising of one young person per electorate with the proviso that at least four seats are allocated to a person who identifies as Aboriginal and/or Torres Strait Islander.

Develop capacity building activities and deliver two residential forums in Brisbane, with the initial launch to be delivered during Queensland 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.

6.4.2 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

6.5 Service providers including NGOs and local councils – Industry (U5230)

Refer to the Service System Support and Development Specification on the department's website for more information

7. Service delivery requirements for specific service types

7.1 Access – Information, advice and referral (T103)

Purpose of investment:

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 Supplier 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 Service User.

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.

Provide information and advice which will assist the Service User to connect with their family and/or supports and services in the community.

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.

Facilitate practical support until appropriate referral is completed.

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 Suppliers 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 coordinated 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 will be reduced or extinguished without the need for further, more intensive intervention.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.2 Support – Support – Case management (T314)

Case Management is a collaborative and coordinated, 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 support, based on identification, assessment and planning for Service User needs, and the coordination of access to a range of other appropriate services, such as housing, counselling, or skills' development. This includes arranging case panels between services to support the Service User's journey.

7.2.1 Requirements – Case management

The Supplier must:

Assess Service User needs combined with an initial and ongoing risk assessment and safety planning as needed.

Provide support and assistance to Service Users assessed with medium to high level of support needs through case management. Service User Progress must be reviewed throughout the support relationship.

Assist Service Users to achieve their goals by providing individual, practical and well-planned assistance focused on issues and barriers related to, or resulting from, the four key areas of concern – family conflict, homelessness, harm, including self-harm and/or unemployment.

Facilitate social contact with family and friends and forming new social networks, as needed.

Facilitate access to education, volunteering, employment and leisure activities.

Provide practical and/or interpersonal assistance e.g. accessing income support payments, arranging transport to assist Service Users to attend appointments.

Assist and support referrals to facilitate access to specialist services such as 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. This may include establishing and participating 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 services

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 facilitate access to information and resources to support best practice.

Services will be accessible and available to the target group, including through out of school and extended hours in response to local need.

The Supplier must consider prioritising referrals from other Access and Support services for existing Service Users transferring between services funded under the Young People Investment Specification. This supports continuity of service if a young person moves to another geographical location or if a Supplier closes the service.

A collaborative approach through partnerships and coordinated 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- Community support (T317)

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

7.3.1 Requirements – Community support

The Supplier must:

Develop opportunities for young people to participate in programs, events, activities, and/or projects designed to develop their skills and support them in reaching their full potential.

Include young people in program and/or 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.

7.3.2 Considerations – Community support

When designing community based youth responses Suppliers should work with eligible young people, government, Council and non-government agencies and local community groups and businesses to identify suitable community projects and strategies that provide young people with opportunities to develop their skills and undertake practical productive activities that strengthens their bond with their communities.

Suitable responses include:

- development of supervised and self-employment opportunities such as property maintenance and home help including garden care, home cleaning and fence painting
- 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
- skill development activities and opportunities such as volunteering with local community groups, learning to drive, gaining skills in home and vehicle maintenance, customer service experience and literacy and numeracy skills
- recreational activities such sport, music and art, outdoor adventure and social events.

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

Young people should be encouraged to proactively identify ways to ensure project success and develop their skills and confidence during the delivery of the project.

Service delivery mode options:

- Centre-based
- Mobile
- Virtual

7.4 System Support – Capacity Building (T440)

Services will work collaboratively with and develop strong between the local service system, community groups, Council and organisations to harness community resources and identify opportunities for young people to participate in a wide range of community activities. Services will help community partners to identify ways to extend their skills, services and facilities to young people and provide young people with opportunities to develop their skills and increase their participation in community life.

Refer to the Service System Support and Development Specification on the department’s website for more information on how services should undertake and report on this service type.

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:

- Centre-based – Services are provided face to face on the service’s premises; a fixed location that young people and families can visit.
- Mobile – Outreach services are provided in any location(s) other than the service’s premises.
- Virtual – Services may be delivered over the telephone, email or 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 \(Version 1\) or other information provided by the department.](#)

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>U2107 – Young people aged 8-21 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>U2078 – Young people aged 12-25 years who will benefit from participation, leadership and development opportunities</p> <p>U2065 – Young people aged 15-25 years who will benefit from opportunities to increase community representation or engagement</p> <p>Service Providers including NGOs and local councils – Industry (U5230). Refer to the Service System Support and Development Specification on the department’s website for more information</p>	<p>T103 – Access - information, advice and referral</p> <p>T314 – Support – case management</p> <p>T317 – Support services – community support</p> <p>T440 - System Support – Capability building. Refer to the Service System Support and Development Specification on the department’s website for more information</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.

U2107 - Young people aged 8 - 21 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	Output measure	
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
U2107	T317	A07.02.02 Community/ community centre-based development, coordination and support	Milestones	A07.02.2	Upload Report – Milestones (Youth Support)
Relates to item 7.1 or 9.1 of the agreement:					
Service User code	Service Type code	Throughput measure			
U2107	T103	IS142	Number of Service Users receiving brokerage		
U2107	T314				
U2107	T314	IS145	Number of Service Users who exited the service		
U2107	T103	IS148	Number of Service Users who were referred to an external service		
U2107	T314				
U2107	T103	IS149	Number of Service Users who were referred to an internal service		
U2107	T314				
U2107	T314	IS150	Number of Service Users with a new case plan developed		
U2107	T103	IS151	Value of brokerage		
U2107	T314				
U2107	T103	IS255	Number of Service Users who are new		

U2107	T314		
U2107	T314	GM07	Number of Service Users who had case plans closed/finalised as a result of majority of needs being met
U2107	T103	IS147	Number of service users who received a service during the reporting period
	T314		
U2107	T314	IS131	Number of case panels coordinated
Service User code	Service Type code	Demographic measure	
U2107	T103	IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
	T314		
U2107	T103	IS39	Number of Service Users identifying as being from a culturally and linguistically diverse (CALD) background
	T314		
U2107	T103	IS205	Number of female Service Users
	T314		Number of male Service Users
Service User code	Service Type code	Outcome measure	
U2107	T314	OM2.1.03	Number of Service Users with improved family interactions/connectedness
U2107	T314	OM2.1.04	Number of Service Users with improved quality of life
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
Service User code	Service Type code	Other measure	
U2107	T314	IS63	Case studies/upload a document

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
						Service User
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			
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

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

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	
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10. Contact information

For further information regarding these Specifications, please contact your Contract Manager.

11. Other funding and supporting documents

Information regarding current funding opportunities at the Department of Child Safety, Youth and Women is published on the department's website: <https://www.communities.qld.gov.au/gateway/funding-and-grants/funding-available>. In addition Suppliers are encouraged to register with QTender: <https://www.hpw.qld.gov.au/qtenders/>.

Supporting documents and resources, including those listed below, are also available on the department's website or Queensland government portal:

Investment Domains Guideline

Investment Specifications:

Child Protection (Support Services)

Child Protection (Placement Services)

Families

Domestic and Family Violence

Young People

Service System Support and Development

Catalogue

Human Services Quality Framework (HSQF)

Queensland Youth Strategy – Building young Queenslanders for a global future

Queensland Youth Strategy – Action Schedule

Youth Justice Strategy 2019-23

[Youth Justice Strategy Action Plan-2019-2021](#)

Youth Support Practice Guide

YSCIS User Manual

Guidelines for Service Delivery: Youth Housing and Reintegration Service including After Care Service

[Youth Justice Act 1992](#)

[Youth Justice and Other Legislation \(Inclusion of 17 year old persons\) Amendment Act 2016](#)

[Child Protection Act 1999](#)

12 Report - Case Study (Youth Support)

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

(Two to three sentences per topic with all Service User personal information de-identified.)

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/goals established
- referral to specialist services
- brokerage to assist in meeting goals

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?

13 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: 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: significant achievements/tasks undertaken against deliverables and timeframes as specified in the work plan (i.e. communication strategy, risk management and continuous improvement strategies and the budget) number of young people nominated for Youth Parliament (including data on Aboriginal and Torres Strait Islander people/ CALD/gender rural/regional/ metropolitan participation) training and support planned/provided for Youth Members and the Executive emerging issues/potential risks
	Report Provide a summary report prior to the Residential	Progress in relation to: significant achievements/tasks undertaken against deliverables and timeframes as specified in the work plan (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 Aboriginal peoples and Torres Strait Islander peoples/CALD/gender rural/regional/metropolitan participation) training and support provided/planned for Youth Members and the Executive emerging issues/potential risks
	Report Provide a Final Report	Final report to include: number and retention rates of selected Youth Members (including data on Aboriginal peoples and Torres Strait Islander peoples/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

14 Report – Milestones (Youth Support) (A07.2.02) Output

<Service name> <T317><U2107> Service Number: < >

Quarter from: insert start date to insert end date

Name of activity / event / project /program	Date of activity / event / project /program	Number of young people (by age grouping: 8-11, 12-15, 16-21)	Number of Male and Females (M/F)	Number of Aboriginal and Torres Strait Islander participants	Number of Referrals in (Where from)	Number of Referrals out (where to)	Details (Describe event/activities, aim, location, other agencies or community groups involved, benefits/outcomes feedback, any emerging issues etc.)
		e.g. 3 x 8-11, 6 x 12-15, 4 x 16-21	7 M, 6 F	e.g. 5 Aboriginal, 2 Torres Strait Islander, 6 Aboriginal and Torres Strait Islander			
<i>(Insert more rows as needed)</i>							

Describe the Outcomes Achieved for the participants (for each activity/event/project/program) 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

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

Please ensure any information provided about Service Users is de-identified. Maximum of one page.

Reporting period from: [insert start date] to [insert end date]

Outcome measure: [insert measure]

Supplementary qualitative evidence to outcome measure:
[insert here]