

Community Connect

Initiative Guideline: Service and Reporting Specification

December 2022 V1.0



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1. Introduction

1.1. Purpose

The Initiative Guidelines outline the model of service delivery expected from organisations funded to implement the Community Connect initiative (CC). They are intended to complement, but do not replace, the Service Agreement and Funding Schedule. The Guidelines also provide information on the service delivery context, data collection and reporting requirements, and expected service outcomes.

Initiative Guidelines are a reference tool for funded organisations and their network partners, Community Connect Workers (CCWs) and Neighbourhood and Community Centres (NCCs). The document sets out the Department of Communities, Housing and Digital Economy's, (the department) requirements on how funded organisations should implement the initiative including roles and responsibilities, operational requirements, and the flexible use of brokerage funding.

Guidelines ensure the initiative is implemented consistently across the CC providers. However, it is not possible to anticipate every situation that may arise in the course of your work, and you should contact your departmental contract officer as issues arise.

2. About Community Connect

2.1. Initiative context

The Queensland Government is committed to supporting Neighbourhood and Community Centres, which provide critical social infrastructure to communities throughout Queensland, and boosting their vital role in supporting local communities across the State. Neighbourhood and Community Centres provide a universal point of access for individuals and families to obtain support and advocacy services as well as referrals to formal service systems.

The CC's intent is to provide support, information and referral for individuals and families who are experiencing significant vulnerabilities and complex needs. Individuals and families may present to NCCs seeking support for a range of reasons therefore the nature of complex needs in each community may vary from location to location and over time, dependant on local issues and changes to local service systems.

The sites for CCW are chosen based on locations of high disadvantage that have an existing NCC. CCWs placement within NCCs is a critical element of the initiative, as a 'universal' service NCCs are a first or 'soft' entry point for people seeking assistance and an effective location for facilitating connection with local specialist services and developing networks across the service area for advocacy, referral, and assistance. As a dedicated resource within NCCs, CCWs assist individuals and families by building connections and personal capability to reach their full potential.

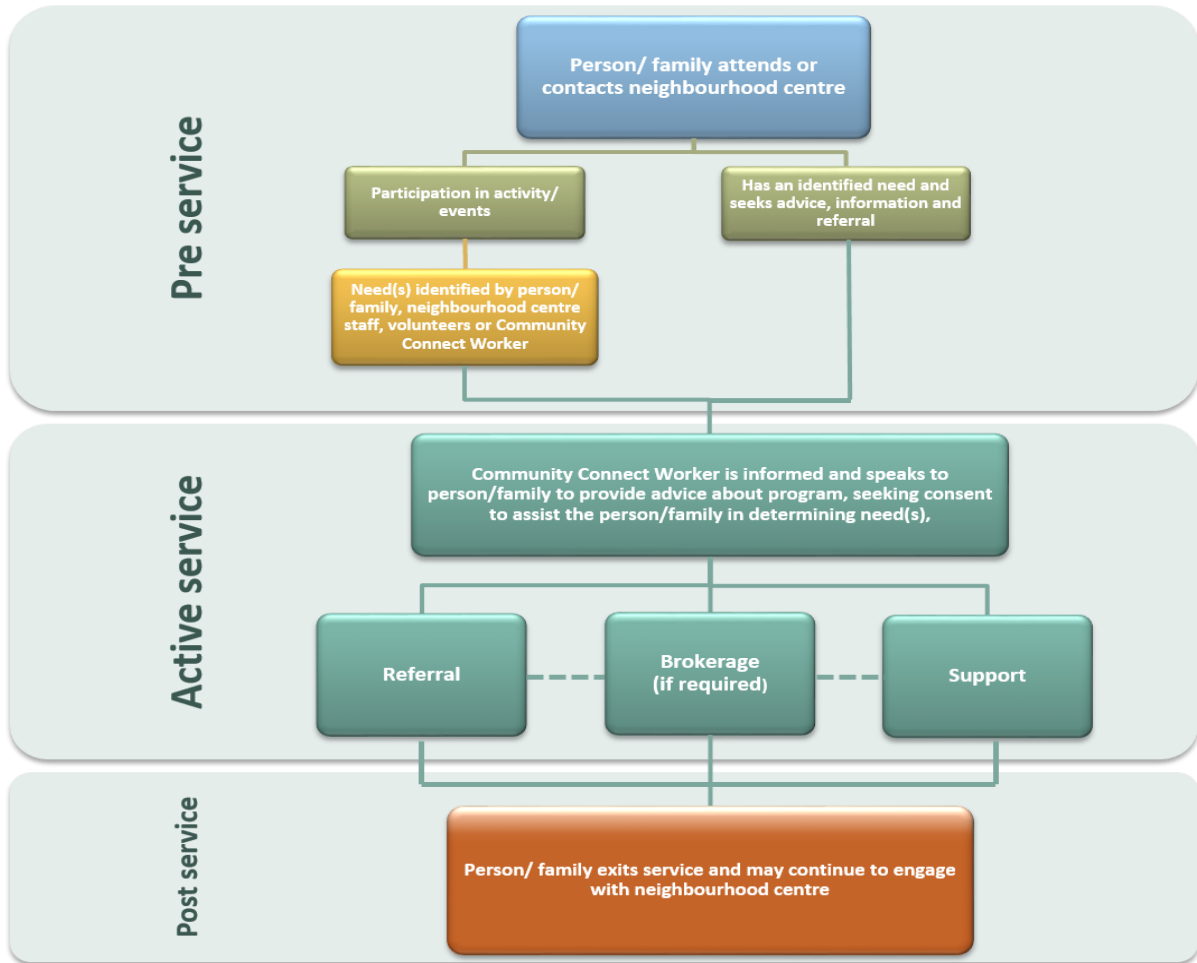
3. Service model

The key service model components and structure include:

1. Service Entry or Pre-service
2. Active Service
3. Post Service

The diagram below sets out a visual representation of the CCW service model and service user pathway.

Diagram 1 – Service user pathway



3.1. Pre-Service or Service Entry

Potential service users may enter the NCC seeking to resolve a specific problem/s or to access information or they may be identified by NCC staff via their participation in a group or activity.

CCWs may participate in NCC activities to raise awareness of the services they offer and possibly to identify participants who would benefit from referral to specialist or other support services. For example, the worker might attend a playgroup and in partnership with the playgroup coordinator, identify parents or carers who may need assistance to deal with financial stress or to improve their parenting skills. The CCW would then work with the coordinator to develop a strategy for sensitively broaching this subject with the parent or carer and making an appropriate referral.

This stage of service entry is often described as pre-service, where both the potential service user and the CCW share information about issues the person is experiencing and the type of support the CCW can potentially offer.

The CCW may engage with numerous potential service users and not all will seek the support of the CCW. Some people will seek and accept referral information without the CCW having to share any further information.

A trust relationship is developed, and the potential service user may then decide to seek the support of the CCW and become a 'service user'. Until this point, the CCW is not required to seek consent and keep case notes. Whilst CCWs do not undertake case management, they may be required to

undertake some case coordination as part of a psycho-social response for service users, but it should not be complex in nature.

3.1.1. Eligibility

Whilst there are no eligibility criteria, priority should be given to the most vulnerable. Support should be prioritised for people living in the catchment. If requests for support are received from people who reside outside the catchment area, or people travelling through the area, CCW support can be provided where there is capacity.

For the purposes of these guidelines, *reside* is taken to include individuals or families who may be homeless in the catchment, these service users may have no fixed permanent address however they are not transient.

3.2. Active Service

3.2.1. Informed consent

Informed consent should be obtained by the CCW as soon as this service is accepted, and prior to recording case notes or data on a service user or arranging referrals to other services. The CCW should be mindful of sensitivities around a service user's needs. It can take some people time to develop a rapport with a support worker and feel able to discuss their situation.

Service users may sometimes be reluctant to share information or provide consent to contact other professionals or services with whom they are/have been involved. Similarly, other services may be reluctant to share information that relates to service users, this can occur if consent has not been obtained and/or forwarded to the other service provider.

Government agencies will usually require evidence of consent and may have a specific form that needs to be completed by the service user before they will engage with a support worker.

Managing personal information that relates to a service user experiencing vulnerabilities must be guided by safety considerations for the service user (whether an individual or family), CCW and occupants of the NCC. Please see section 6 Service Requirement regarding record keeping.

In addition to the CCW record keeping, de-identified client data reporting is required by the department to assist with service development and outcomes measurement. For details regarding departmental reporting please refer to section 7 Reporting Requirements.

3.2.2. Support

The CCWs role is to provide tailored short-term support to build skills and capability of service users and to facilitate access to supports and services. In doing so CCWs will need to complete assessments and provide support. The assessments undertaken by the CCW are for the purpose of determining appropriate supports required and referrals that will best meet the service user's needs. Assessments may be undertaken with the service user, with the intention that support, and information assists the service user to determine the most appropriate services for themselves. If the service user does not feel able to act on their own behalf, in negotiation with the service user the CCW may advocate on their behalf or support self-advocacy to facilitate an effective referral.

While CCWs do not undertake case management they may undertake some case coordination to facilitate access to services as part of a psycho-social response for service users experiencing significant vulnerability or who have complex needs. In this context, case coordination provided by a CCW includes providing support that is individualised and integrated with other services.

CCWs may also provide services to individuals and families in crisis requiring immediate support, this can include psycho-social support as well as information and advice to determine most appropriate service options. Support, including information and advice regarding service options, may also occur when individuals seek support that is not complex and can be dealt with simply without that person becoming a registered service user.

CCWs work towards an outcome for service users that addresses their needs and builds capability to regain control of their lives.

3.2.3. Referral pathways

CCWs are co-located with NCCs, NCCs are in a unique position to be a service entry point that is non-stigmatising and a 'soft' entry point for individuals and families seeking information, support, and referral to specialist services.

Referral and connection with specialist and community services is a key element of the CCW service model. A referral is where action is taken to contact another service provider and arrange an appointment or interview. The CCW and the service users work together to determine the most appropriate referrals, some referrals may be in the form of information for the service user to follow up themselves or a facilitated referral.

A facilitated referral is the process of contacting another service provider prior to sending through a referral for a service user. This process may involve and provide some detail of the issues the service user is experiencing and ensure that the service has capacity and is the most appropriate to meet the service user's needs.

CCWs may also negotiate with specialist agencies to develop new access pathways for people presenting to NCCs for assistance. For example, the CCW may negotiate with a regional service worker to operate from the centre for an afternoon each week so that people from the local community can seek advice and assistance in a discrete, non-stigmatising setting.

CCWs may refer service users and/or provide support for the service user to engage with community groups. This type of referral may be less formal than a referral to specialist service providers and would focus on community connection and inclusion with the purpose of alleviating social isolation.

There are reasons why a service user may not be referred for other supports or services. This could include a service user presenting with an issue that can be resolved by the CCW without assistance, or limited services in a specific location to refer to, noting that many services in recent times have enhanced their capacity to engage in online service delivery where needed.

CCWs may receive referrals from other services and sources within the community, where those agencies have limited capacity or capability to undertake assessment and referral. Consequently, it will be important to establish relationships with local service providers and communicate how CC can help. It is expected that referral pathways will vary across locations in response to local community need.

It is best practice for the CCW to follow up with the service user to ensure the referral has been successful and helpful.

3.2.4. Brokerage

Brokerage refers to funding available within the CCW funding for the purpose of facilitating client support that cannot be otherwise sourced.

Funding to CCW allows for 12% of the total funding towards brokerage services per year to help individuals and families to access services and support, when a need is identified that cannot be met by the service user's existing supports, or by referral to another service. CCWs must manage expectations to ensure service users do not become reliant on brokerage funds.

Principles

The use of brokerage is guided by five principles:

1. **Service user focused** – Brokerage support is responsive to and driven by service user's personal or family needs and is respectful of the rights, dignity, and confidentiality of the service user.
2. **Responds to identified needs** – Brokerage funds can be administered for the purchase of services or activities to meet service user's support needs.

3. **Flexibility** – The use of brokerage is driven by choice and flexibility in services and can be applied at any point during the service user’s contact with the service.
4. **Avoid duplication of service provision** – Brokerage funds are used to purchase services or activities only when existing services, supports or resources cannot meet the identified needs of the service user or are not accessible.
5. **Value for money** – Interventions purchased with brokerage funds are to be as cost effective as possible.

Brokerage is:

- ✓ **only used** to respond to service users identified personal or family support need/s
- ✓ **only used** when publicly provided or funded services are not available or are not available due to full waiting lists
- ✓ **only used** for supporting CC service users
- ✓ **may be pooled** to support two or more CC service users with the same assessed need(s) – and who consent to participating in a shared service.

Brokerage is **not**:

- x **intended** to replace services provided by other service providers
- x **capped**, services are expected to prioritise service users and their needs in an equitable and sustainable manner
- x **to be used** for non-essential items or services
- x **to be used** for items or services that are illicit or harmful, or likely to result in unlawful behaviour
- x **to be used** to fund group activities already available at NCCs
- x **to be used** to support the NCCs’ operating costs
- x **to be used** to pay for external supervision fees, training or workshop fees, or costs for the CCW.

3.3. Post Service

3.3.1. Case closure

The CCW and the service user work together to determine if the service user’s needs have been satisfactorily resolved. It is important that the service user understands and feels ownership of what has been achieved, what services and supports they have been referred to, what outcomes to expect from those referrals, and any further actions they need to take. This will assist with establishing sustainable outcomes.

Occasionally, a CCW will lose contact with a service user and attempts to make contact are unsuccessful. Several attempts should be made to seek contact, and case notes recorded against each contact attempt. CCWs should discuss this situation with their supervisor and follow the funded organisation’s procedure for follow up.

There is no impediment to a service user (individual or family) being re-referred to CC if their situation changes or a new issue arises that requires support.

4. Staff requirements

4.1. Skills and experience

CCWs should be suitably qualified to support service users experiencing vulnerabilities and complex needs. The suggested minimum qualification for a CCW is a social work, human services, or similar degree and/or significant experience in equivalent work. CCWs must be skilled communicators with the capacity to assess, advocate, facilitate and coordinate, on behalf of service users, to achieve the best outcomes. CCW role descriptions may be tailored to meet the needs of the funded organisation to attract the right person to the role.

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. In these circumstances, it is

acceptable for a mix of qualifications, cultural connections and knowledge of the local area, skills, and life experience to be reflected. Organisations are expected to support all staff, including specialists, to successfully meet the requirements of their role through internal and external training, professional supervision, and encouragement to attain appropriate professional qualifications.

4.2. Professional supervision

CCWs work directly with service users experiencing vulnerabilities and it is expected the organisation will provide an appropriate level of professional supervision and peer support.

Some professional bodies require accredited workers to have access to supervision. If it is necessary to organise external supervision for a CCW, and a fee is charged, this must be paid from operational funds. Brokerage must not be used for this purpose.

Professional supervision is a matter for discussion between the organisation and the CCW.

4.3. Training

Funded organisations must ensure that CCWs have access to appropriate training opportunities, this may include specific training to support the CCW to undertake their role or training that is provided to all employees of the NCC. The costs of attendance at workshops and other forums are to be sourced from CC funding. Brokerage must not be used for this purpose.

5. Information to support practice

5.1. Capacity building and networks

CCWs are in the best position to promote a shared understanding of how CC can benefit the community and work in the local service and support system for the effective outcomes for service users.

Developing respectful and collaborative working relationships with other service providers is critical to the success of CC. CCWs will need to develop and maintain a network of support services to which they can refer service users in the geographic catchment area. CCWs will benefit from participation in local alliances, partnerships, and working groups on specific issues. Information sharing between providers will enable better coordinated and effective responses for service users.

CCWs may benefit from peer support and are encouraged to establish mechanisms for sharing information across geographic locations.

5.2. Significant vulnerabilities and complex needs

CCWs work with service users experiencing vulnerabilities and complex needs. Vulnerability refers to the negative impact on people due to social, health and/or economic issues, for example people experiencing financial hardship, homelessness, domestic and family violence, trauma or chronic health issues. Complex and/ or multiple needs refers to situations where the service user may be facing several different issues, for example, substance abuse and financial distress. Complex needs refer to the impact on many aspects of the service user's functioning caused by a significant, multiple or chronic issue.

CCWs will need to develop a broad understanding and network of specialist service providers and community supports to assist with referral and connection of service users to the most appropriate service.

5.3. Cultural diversity

CCW is open to all members of the community who seek assistance through a NCC and who would benefit from a referral to specialist and community services. The needs of the local community will vary across the state and within the funded geographic catchment areas. There is an expectation that CCWs provide a service that respects and values culture and has networks to source and access referrals to culturally safe and inclusive services and supports for First Nations Australians, and people from culturally and linguistically diverse backgrounds.

Service users and potential service users of CC will, generally, be experiencing vulnerabilities and may find it difficult at times to communicate their needs. Interacting with individuals and families in a respectful way will encourage service users to engage with supports and services.

5.4. Interpreter services

Translating and Interpreting Service (TIS) National is the provider of interpreter services. The department has a Standing Offer Arrangement with TIS, and non-government service providers funded by the department are eligible to access TIS services paid for by the Queensland Government.

For further information regarding this process, please contact your departmental contract officer and refer to TIS website at: [Translating and Interpreting Service \(TIS National\)](#) or Queensland Government website [Find a translator or interpreter | For government | Queensland Government](#)

5.5. Domestic and family violence

CCW should build relationships with specialist domestic and family violence services that can provide support to people in their communities, particularly those in high-risk situations and culturally appropriate services for First Nations people. CCWs working with service users experiencing domestic and family violence should prioritise victim safety.

For practice guidance for working with people experiencing domestic and family violence, resources and information can be found at the following link:

<https://www.publications.qld.gov.au/dataset/domestic-and-family-violence-resources>

The **DVconnect Womensline** is Queensland's only 24/7 crisis response telephone helpline to support Queensland women living with domestic violence. Free call: 1800 811 811.

If you believe a person is in immediate danger or in a life-threatening situation, contact Queensland Police Service immediately by dialling 000.

5.6. Social isolation and loneliness

Social isolation and loneliness are complex issues that are becoming increasingly more pronounced and problematic both in Australia and across the world. Social isolation and loneliness significantly impact on an individual's physical and mental wellbeing and are linked to impaired cognition, depression, suicidality, and less physical activity.

Research has highlighted that there are a number of cohorts particularly vulnerable to social isolation and loneliness, such as people experiencing mental illness, older people, people with disabilities, young people, First Nations people and people from culturally and linguistically diverse backgrounds.

The Parliamentary report from the inquiry into social isolation and loneliness in Queensland was released in December 2021. The inquiry recognised the important role NCCs play in preventing and responding to social isolation and loneliness.

CCWs play a critical role in assisting community members who are vulnerable and have complex needs to engage with their communities, to find support and build social connections.

6. Service requirements

6.1. Risk management

It is recommended that services develop risk management plans which include strategies to ensure worker, volunteer, and service user safety.

Risk management activities may include:

- safety procedures/protocols for workers and volunteers
- safety procedures when attending other venues where the CCW engages with service users
- safety when undertaking outreach and using vehicles
- safeguards for working with children.

6.2. Promotional activities

Any material generated by the organisation or CCW to promote the initiative to other providers in the local community, through the NCC and other potential sources of referrals, should refer to the funded services as 'Community Connect' and 'Community Connect Workers'. Re-branding of the initiative is not acceptable.

Promotion should occur, as the CCW determines, as part of the CCWs work with local specialist services and development of networks across the region for advocacy, referral, and assistance.

Promotion activities do not form part of the reporting requirement.

6.3. Recordkeeping and case notes

It is expected that CCWs will keep case notes on all contact with service users (face-to-face, telephone, SMS/text, skype/facetime/teams, email, service user's home, Facebook or in the community). A case note refers to a formal record of worker/service user contact that is kept, and contains a chronological record of interactions, observations and actions relating to a particular service user. Case notes can be requested by service users or possibly subpoenaed by a Court depending on the nature of the situation.

When creating a case note, consider if:

- Language used is non-judgemental (unbiased)
- Assumptions about the service user were avoided and based on facts
- It is clear when a comment is an observation (Q seems to be agitated vs Q is agitated)
- It is clear when you are citing the service user's own words (Q said "I like gardening and want to work in a nursery").

It is best practice to complete case notes as soon as possible after service user contact.

6.4. Accountability - brokerage

Brokerage expenditure should be recorded separately to the operational component of CC funding and can only be used to purchase support for CCWs service users. Brokerage funding is 12% of funding and cannot be topped up or advanced and must be managed astutely and with rigor.

Organisations must:

- ✓ **develop written procedures** for managing brokerage based on these guidelines
- ✓ **ensure** that brokerage is used in accordance with these guidelines
- ✓ **keep a record** about the use of brokerage
- ✓ **ensure** that expenditure must be able to withstand public scrutiny.

All payments must be made directly by the funded organisation to the provider of the goods and services. **Cash, cheques and credit/debit cards must not be provided directly to service users.**

Petty Cash and debit/credit cards are valuable tools in managing brokerage funds and it is up to each participating organisation to decide how to ensure that brokerage is accessible to the CCW and is available to be used flexibly.

Brokerage must **not** be used to purchase items that are **not** directly related to the service user's assessed needs, are non-essential, illicit, or harmful, or likely to result in unlawful behaviour. For example, if a service user has a suspended driver's licence, it would **not** be appropriate to pay for that service user's vehicle registration or repair – however brokerage could be used for taxi vouchers, or a travel card to attend an appointment or job interview.

7. Reporting requirements

7.1. Purpose of reporting

The purpose of the Reporting Framework is to describe and provide guidance for completing the performance reporting required under your organisation's Service Agreement. This document does not provide P2i user guide instructions or guidance for financial reporting, please refer to the P2i User Guide available online or contact your departmental contract officer for assistance with financial reporting or P2i.

7.2. Purpose of data collection

Governments are accountable for the way in which public funds are spent, which includes financial accountability and accountability for the effectiveness and appropriate targeting of investment. The department requires reporting from service providers to collect reliable data for contract level and program level management and development. The data collected **will not be used** for individual Service User "tracking" or monitoring.

The data collected will be used by the department for:

- **Understanding effectiveness and outcomes** – Data collected will provide an understanding of the people who use the services, what services have assisted them and what were the outcomes for people having received assistance.
- **Identifying trends and issues that affect service delivery** – Data collected will provide understanding of Service User demographics such as age, gender, cultural background, and location. Service delivery data assists to understand demand and intensity of support provided and the connection to broader service system.
- **Guiding improvements or changes for funding and service delivery**– Data collected will provide information for determining improvements to keep up with emerging issues and contemporary policy and practice.

7.3. Service User information and consent

Organisations collect Service User data for a range of reasons including, for the organisation's own purposes, for client records and determining the most appropriate services to deliver, for determining appropriate referrals, for service quality assessment and continuous improvement and for government funding body requirements.

Service Users must give consent for information to be collected and understand the purposes it will be used for.

When Service Users consent to their (de-identified) data being sent to the department it is important to inform them that:

- the information sent to the department is de-identified and does not include full names or addresses or any personal contact details;
- options for providing information can be de-identified further by using estimated date of birth and numbers to replace 'letters of name' (for further explanation how to do this please refer to the appendix of this document for data items 'Letters of Name' and 'Date of Birth');
- the department uses the de-identified information for the sole purpose of understanding service delivery and program analysis, for which, the data is aggregated and used in a statistical form and is not used as a client "tracking" system;
- the information will not be accessible external to the department; and
- the information will not affect any other services or supports that the Service User is accessing.

7.4. Reporting elements overview

Funded organisations are required to report to the department about funding and service delivery, these requirements are set out in your organisation's Service Agreement and are submitted quarterly or annually via the departments online system P2i. Reporting includes financial and performance reporting. This guideline sets out the performance reporting in more detail.

The information below summarises the reporting items:

| Item Code | Item Description |
|--------------------------------|--|
| T103 – U4180 | Information, advice and referral (T103) – People who live in a defined geographic area (U4180) |
| Output Measure code | Measure description |
| A01.1.06H | Hours of Information, advice and referral |
| Other Performance Measure code | Measure description |
| IS70 | Upload Service Report |

7.5. Service User report

The Service User Report is an excel template, with separate tabs for Service User and a Practice Example (free text).

The Service User Report contains a set of data elements about Service Users and the supports provided to them during the reporting period. All Service User's data reporting must be provided in a de-identified format to protect the privacy of the Service User.

Information includes:

- Service User identity characteristics (letters of name, gender, date of birth)
- Service User demographic characteristics (indigenous status, cultural and linguistic diversity, reason for access)
- Service Users referred to another service
- Brokerage purchases.

The Service User report is a key source of data for CC and is used to:

- describe who uses CC and the nature of Service User referrals
- monitor the performance of funded organisations against their contracted service delivery
- inform policy development and future service provision.

Your organisation may have its own process for collecting information. However, the Service User Report template must be used when you report to the department. Details of the data elements for the Service User report are contained in **Appendix 1 – Service Report Data Guide**.

Format and submission

The template for the Service User Report is provided with your Service Agreement.

The Report is to be submitted, via P2i, on a quarterly basis as set out in your Service Agreement and is part of the Performance Based Acquittal.

7.6. Practice example/ Case Study

The department requests that the organisation completes **one** CCW practice example/case study per reporting period ensuring that all Service User information has been de-identified.

Explanatory notes for completing a case study are provided at Appendix 1.

Do not include **any** information that can identify an individual or family (their family members, carers or guardians, in any of these reports). You can refer to the CCW, your organisation, and external service providers by name if acting for a CC Service User in a professional capacity.

8. Other supporting documents

- [Human Services Quality Framework](#)
- [Service Agreement - Standard Terms](#)
- Your organisation's Service Agreement with the department – Funding and Service Details and associated Funding Schedules.
- The department's Investment Specifications [Investment Specifications](#)

9. Contacts

9.1. Feedback and enquiries

Please contact your departmental contract officer if you have questions about your Service Agreement or this document.

9.2. Peak Body

Neighbourhood Centres Queensland (NCQ)

The NCQ is the peak body funded by the department to represent the state funded NCCs. It does this through capability building across the sector, collaboration and the sharing of information, performance measurement and evaluation.

NCQ has partnerships across the sector, both in Queensland and nationally, including linkages with the Australian Neighbourhood Houses and Centres Association (ANHCA), and other state/territory based peak bodies.

Appendix 1 – Service Report data guide

This document is a data guide setting out how and what to record in the fields of the Service Report template.

Funded organisations are responsible for ensuring they have systems and processes in place to enable the accurate reporting of data elements requested in the *Service Report*.

This document's sections are:

1. Service User Report
 - 1.1. Service information
 - 1.2. Service User demographic data
 - 1.3. Service delivery data
 - 1.4. Results and outcomes
 - 1.5. Service User brokerage
2. Practice example/ case study

1 Service User Report

The Service User Report contains a set of data elements about Service Users and the supports provided to them during the reporting period. All Service User's data reporting is provided in a de-identified format to protect the privacy of the Service User.

Service delivery should be submitted on the approved report – **CCW - Service User Report** template.

The spreadsheet has been designed to allow for both free text and prepopulated selections from an in-cell drop down box. Most free text cells should still follow a format rule, for example a four-digit number to identify the Service User's postcode.

1.1 Service Information

1.1.1 Service Outlet Number

Definition:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement - Funding Schedule.

Reporting this element:

The *Service Outlet Number* should be reported as the number and format that appears in your organisation's Service Agreement - Funding Schedule.

1.1.2 Reporting period

Definition:

Reporting Period identifies the year and quarter that the data relates to.

Reporting this element:

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e., Year/QX.

An example of the reporting periods as follows:

July-Sept 2022 – reported as 2022-23/Q1

Oct-Dec 2022 – reported as 2022-23/Q2

Jan-Mar 2023 – reported as 2022-23/Q3

Apr-Jun - 2023 – reported as 2022-23/Q4

1.2 Service User demographic data

1.2.1 Family

Definition:

Family records whether the Service User is a family or individual. A family may comprise of adults and children or may be adult family members seeking support and services together. If the CCW works with people in the same family but provides separate support to the individuals, and records separate case notes then these Service Users should be counted as individuals rather than *Family*. **Service user** - This refers to individuals or families who engage with a CCW.

Personal support networks (Service Users) – do not count:

Family members, friends, guardians, carers and interpreters may accompany a Service User when they engage with the CCW, and it may be helpful for a person experiencing vulnerabilities to build a strong support network. Members of a Service User's support network should not be counted for reporting purposes.

Reporting this element:

Report this element for all Service Users, entered as yes or no, from the in-cell drop down box. Recording 'Yes' means the Service User is a Family, recording 'No' means the Service User is an individual.

A unique Service User is counted as one (1) individual, or one (1) family with shared needs. If the Service User is a *Family*, then for reporting purposes, a 'head of family' must be nominated as the person's whose details will be used to populate the 'letters of name'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|-------------|
| 1 | Yes |
| 2 | No |

1.2.2 Youth

Definition:

Youth records whether a *Family* as recorded in the data element above includes people under 18 years of age.

Reporting this element:

Report this element ONLY if Service User answered Yes to Family.

If the Service User is recorded as a *Family*, meaning that a 'Yes' has been recorded to the data element above, then if that *Family* includes people under 18 years of age record 'Yes' or if the *Family* have no Family members engaging with the CCW under 18 years of age record 'No'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|-------------|
| 1 | Yes |
| 2 | No |

1.2.3 Letters of Name – Last name/surname, Given name,

Definition:

Letters of Name is a selected set of letters from a Service User's *First Given Name* and *Surname* required to form the Statistical Linkage Key (SLK). SLK is designed to avoid double counting of an individual and to ensure a unique client count while preserving the Service User's privacy and de-identification of the individual.

First given name is the Service User's *Given Name* that precedes their last name or *Surname*.

Reporting this element:

Report this element for all Service Users.

The provision of these selected letters is necessary for the linkage of a person's record for statistical purposes only. As such it is important that service outlets have consistent processes for recording names.

If the Service User has legal or formal identification documents, such as a Medicare card, Drivers Licence or Birth Certificate, it would be helpful to use the *First Given Name* and *Last name/Surname* that appears on these to create the SLK.

First Given Name and *Last name/Surname* is not the person's preferred name or nickname.

If a person requires their identity to stay confidential for example a survivor of domestic and family violence, then an agreed alternative name can be used for reporting however organisation's **must ensure that the same agreed alternative name is used consistently and uniquely for the Service User throughout reporting periods.**

Letters of Name can be generated by some software products that may be used by the service outlet, however if manual records are kept, use the following procedure:

1. combine the 2nd, 3rd and 5th letters of the person's *Last name/Surname* with the 2nd and 3rd letters of the person's *First Given Name*. Non-alphabetic characters such as hyphens (as in Lee-Archer), apostrophes (as in O'Mara), or blank spaces (as in Eu Jin) should be ignored when counting the position of each character
2. if a person's *Last name/Surname* is less than 5 letters and/or the *First Given Name* is less than 3 letters, a number '2' should be used to substitute any missing characters in the *Letters of Name*
3. if a person's *Last name/Surname* and/or the *First Given Name* is missing altogether substitute 2s for the three spaces associated with the *Last name/Surname* and/or the two spaces associated with the *First Given Name*.

For example:

- if the person's *Last name/Surname* is **JOLIE** and *First Given Name* is **ANGIE** then the *Letters of Name* should be reported as **OLENG**

| | First letter | Second | Third | Fourth | Fifth |
|--|--------------|--------|-------|--------|-------|
| <i>Last name/Surname</i> JOLIE | | O | L | | E |
| <i>First Given Name</i> is ANGIE | | N | G | | |

- if the person's *Last name/Surname* is **O'BRIEN** and *First Given Name* is **LI** then the *Letters of Name* should be reported as **BREI2**
- if the person's *Last name/Surname* is **HUA** and *First Given Name* is **JO** then the *Letters of Name* should be reported as **UA202**
- if the person's *Last name/Surname* is **SMITH** and *First Given Name* is unknown then the *Letters of Name* should be reported as **MIH22**

- if the person's *Last name/Surname* is unknown and *First Given Name* is **AMANDA** then the *Letters of Name* should be reported as **222MA**.

1.2.4 Date of Birth

Definition:

A Service User's date of birth forms part of the SLK and is the date on which the Service User was born. It is also required for demographic analysis of age group patterns of Service Users.

Reporting this element:

Report this element for all Service Users.

The *Date of Birth* is the recorded date on which the Service User is born. It is important to record the *Date of Birth* as accurately as possible.

Dates should be reported as an eight-digit number in the following format: **DD/MM/YYYY**, e.g., **3rd July 1979** is reported as **03/07/1979**. Year should always be recorded in its full four-digit format. For days and months with a numeric value of less than 10, service outlets should use zeros to ensure that the date contains the required eight-digits.

Where the Service User does not know their date of birth or does not disclose it, the date of birth should be estimated using the following suggestions:

- if the age of the Service User is known, the age of the Service User should be used to derive the Service User's year of birth
- if the Service User's age is not known, an estimate of the Service User's age should be used to calculate an estimated year of birth.

Once the Service User's year of birth has been estimated, the day and month are set as 1st January. Therefore, the estimated date of birth is set as; **1st January estimated year of birth** (e.g., if the year of birth is estimated as 1975, the date of birth is reported as **01/01/1975**).

For an estimated date of birth please enter 1st January with the estimated year based on person's age. The estimated year can be calculated by subtracting the persons age (or approximate age) from the current year. For example, if the person is 40 years old, subtract 40 from the current year (e.g., 2022 less 40 years = 1982), this can be recorded as an estimated date birth "01/01/1982".

It is important that service outlets do not record estimated dates of birth by using '00' for the day, month, or year as this would not be considered a valid date.

If *Date of Birth* is estimated, then in the following data item "*Date of Birth Estimate Flag*" should be recorded as 'Estimated'.

1.2.5 Date of Birth Estimate Flag

Definition:

The *Date of Birth Estimate Flag* records whether or not a Service User's date of birth has been estimated.

Reporting this element:

Report this element for all Service Users.

If the Service User's date of birth has been estimated, due to it being partially known or unknown, the *Date of Birth Estimate Flag* should be recorded as 'Estimated'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---------------|
| 1 | Estimated |
| 2 | Not estimated |

1.2.6 Gender

Definition:

A Service Users gender forms part of the SLK and is recorded based upon how the client self-identifies. Please note that gender is different to sexuality and sexual orientation.

Reporting this element:

Report this element for all Service Users.

For the purpose of this report the 'Other' response is used where a Service User does not identify as male or female and is used to encompass a range of gender diversity categories. If a Service User chooses not to disclose their gender, it is acceptable to record "not stated".

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Male |
| 2 | Female |
| 3 | Other <i>Use this code if Service User does not identify as male or female but with a diverse gender group or gender-neutral group</i> |
| 99 | Not stated <i>Only use this code if it is not possible to find out from the Service User their gender or to make an informed judgement about it.</i> |

1.2.7 First Nations background

Definition:

First Nations background records whether or not a Service User identifies themselves as being of Aboriginal and/or Torres Strait Islander background.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Aboriginal and Torres Strait Islander background, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Aboriginal but not Torres Strait Islander |
| 2 | Torres Strait Islander but not Aboriginal |
| 3 | Both Aboriginal and Torres Strait Islander |
| 4 | Neither Aboriginal nor Torres Strait Islander |
| 99 | Not stated <i>Only use this code if it is not possible to find out information about First Nations status from the Service User.</i> |

1.2.8 Culturally and Linguistically Diverse (CALD) background

Definition:

Culturally and Linguistically Diverse background states whether or not a Service User identifies themselves as being from a Culturally and Linguistically Diverse (CALD) background.

A Service User may be from a CALD background if they were born in a country other than Australia or their parents were and/or they speak a language other than English at home. For the purpose of recording this element it is acceptable to record whether the Service User identifies or not, based on their self-report.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Culturally and Linguistically Diverse background, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Identifies as Culturally and Linguistically Diverse |
| 2 | Not from Culturally and Linguistically Diverse background |
| 99 | Not stated <i>Only use this code if it is not possible to find out information about the Culturally and Linguistically Diverse status from the Service User.</i> |

1.2.9 CALD – Country of Origin

Definition:

CALD – Country of Origin records the Service User's country of origin if they identified as being from a Culturally and Linguistically Diverse (CALD) background in the previous question.

If a Service User was born in a country other than Australia, record their country of origin.

Reporting this element:

Report this element ONLY for Service Users who identified as Culturally and Linguistically Diverse. Using free text nominate their country of origin. Where a Service User chooses not to disclose their *Country of Origin* it is acceptable to leave this field blank.

1.2.10 Disability

Definition:

Disability records whether or not a Service User identifies themselves as having a disability. For the purpose of recording this element it is acceptable to record whether the Service User identifies or not, based on their self-report (formal diagnosis is not required).

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose if they identify as having a disability, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Yes |
| 2 | No |
| 99 | Not stated <i>Only use this code if it is not possible to find out information about the Culturally and Linguistically Diverse status from the Service User.</i> |

1.2.11 LGBTIQ+

Definition:

LGBTIQ+ records whether or not a Service User identifies as a member of the LGBTIQ+ community. For the purpose of recording this element it is acceptable to record whether the Service User identifies or not, based on their self-report.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose if they identify as a member of the LGBTIQ+ community, it is acceptable to record 'Not stated'.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Yes |
| 2 | No |
| 99 | Not stated <i>Only use this code if it is not possible to find out information about the Culturally and Linguistically Diverse status from the Service User.</i> |

1.2.12 Homeless Indicator

Definition:

Homeless Indicator records the Service User's circumstances in relation to their housing status. This data element will assist with understanding the number of Service Users that may also need homelessness services.

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose this information, it is acceptable to record 'Not stated'.

If a Service User's circumstances change during a single reporting period, record the most relevant indicator for the Service User at the end of the reporting period or when they ceased receiving services.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Staying in transitional or temporary accommodation (including 'couch surfing') |
| 2 | Homeless and sleeping out/ rough |
| 3 | Has permanent address |
| 99 | Not stated <i>Only use this code if it is not possible to find out this information from the Service User.</i> |

1.2.13 Interpreter used

Definition:

Interpreter used records whether a translating and interpreting service was provided for the contact, including if an informal translating and interpreting service was provided by a friend or family member.

Reporting this element:

Report this element for all Service Users.

Record if a Service User required an interpreter and an interpreter was used.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|-------------|
| 1 | Yes |
| 2 | No |

1.2.14 Suburb

Definition:

Suburb records the geographic area in which the Service User lives whilst receiving services. Information about where clients live can assist with understanding “place” in relation to the services delivered and the Service User’s location.

Reporting this element:

Report this element for all Service Users.

Record the name of the *Suburb* in which the Service User lives while receiving supports from the service outlet.

A *Suburb* may be a town, city, suburb or commonly used location name such as a large agricultural property or Aboriginal community.

If the Service User does not have a fixed or permanent address record 'NFPA' (which stands for No Fixed or Permanent Address).

1.2.15 Postcode

Definition:

Postcode records the postcode for the area in which the Service User lives while receiving supports from the service outlet.

Reporting this element:

Report this element for all Service Users.

Record the postcode for the address at which the Service User resides while receiving supports from the service outlet. The postcode should not relate to a postal address different from the physical address at which the Service User is residing.

Postcodes are subject to change. Service outlets should use the most up-to-date postcodes, available on the Australia Post website.

If the Service User does not have a fixed or permanent address and *Suburb* was recorded as 'NFPA' then record '9999' for postcode.

1.3 Service delivery data

1.3.1 Primary reason for contact

Definition:

Primary reason for contact records the primary presenting reason that the Service User had for seeking services and support.

Reporting this element:

Report this element for all Service Users.

Record the primary reason why the Service User contacted the CCW.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Income support / financial assistance / emergency relief |
| 2 | Housing support including emergency accommodation |
| 3 | Drug and Alcohol related concerns |
| 4 | Family and domestic violence or child and family support |
| 5 | Mental health concerns |
| 6 | General health concerns other than mental health |
| 7 | Disability support |
| 8 | Employment and education and training support |
| 99 | Other <i>Only use this code if it is not possible to define the type of primary reason for contact by any other category</i> |

1.3.2 Secondary reason for contact

Definition:

Secondary reason for contact builds further on the Service User's primary reason for contacting the CCW, particularly for those with complex needs and in circumstances where the Services User has multiple support and service needs.

Reporting this element:

Report this element for all Service Users.

Record the secondary reason why the Service User contacted the CCW. Do not select the same option selected as the **primary** reason for contact.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|---|
| 1 | Income support / financial assistance / emergency relief |
| 2 | Housing support including emergency accommodation |
| 3 | Drug and Alcohol related concerns |
| 4 | Family and domestic violence or child and family support |
| 5 | Mental health concerns |
| 6 | General health concerns other than mental health |
| 7 | Disability support |
| 8 | Employment and education and training support |
| 9 | No Secondary reason for contact |
| 99 | Other <i>Only use this code if it is not possible to define the type of secondary reason for contact by any other category</i> |

1.3.3 Source of referral to CCW

Definition:

Source of referral records how the Service User was introduced to the CCW. This element will assist in better understanding the referral network in communities.

Reporting this element:

Report this element for all Service Users.

Record how the Service User was introduced to the CCW.

Record using the numeric code set out in the table below:

| Numeric Code | Description |
|--------------|--|
| 1 | Neighbourhood and Community Centre (includes group run activities in the Centre) |
| 2 | External Service Provider |
| 3 | Self-referral |
| 4 | Family, friend or carer |

1.4 Results and outcomes

1.4.1 Referral made and accepted by another service

Definition:

Referral made and accepted by another service records when a Service User has been referred and engaged with services they need. This element will assist with understanding the various needs that Service Users have and how the service provider has assisted the Service User to meet those needs by successfully making appropriate referrals.

A unique Service User may have multiple needs and subsequently be referred to multiple service types. This must be captured accurately in the reporting template.

Reporting this element:

These elements only need to be reported if a Service User has been referred to another service.

It should be identified if the referral was made and accepted by another service or if a referral was made and it is unknown whether the referral has been accepted or the Service User has engaged with that service. If no referrals were made for this Service User leave all fields blank.

For each Service User record “1” to indicate yes for a referral made and accepted; “2” to indicate referral made and outcome unknown.

17 categories have been selected as the most commonly identified sources of outgoing referrals. To complete the service report:

- Identify each category the Service User was referred and accepted by another service:
 - record “1” for yes in the in-cell drop down box
 - record “2” for unknown in the in-cell drop down box
 - leave blank for no.
- Where possible select the category that best fits the referral type, using ‘other’ only as required.
- Multiple categories may be selected **however it is not necessary to place no in the cell if a referral to that service did not occur.**

Record using the numeric code set out in the table below:

| Category of service | Record 1 or leave blank | Description |
|---|-------------------------|--|
| Referral to income support (Centrelink) | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to child/family support services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to general counselling services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |

| Category of service | Record 1 or leave blank | Description |
|---|-------------------------|--|
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to disability support services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to domestic & family violence services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to drug & alcohol support services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to emergency accommodation / homelessness services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to emergency relief | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to employment & education & training providers | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to financial counselling support services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to long term housing services | 1 | The Service User has been referred and accepted |

| Category of service | Record 1 or leave blank | Description |
|---|-------------------------|--|
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to legal or justice services (including Queensland Police Service) | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to health services (not alcohol or drug or mental health) | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to mental health services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to Queensland Community Support Scheme | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to transport services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |
| Referral to other support services | 1 | The Service User has been referred and accepted |
| | 2 | The Service User has been referred – unknown if the referral has been accepted |
| | <i>Leave blank</i> | The Service User has not been referred |

1.5 Brokerage

Definition:

Brokerage records whether or not brokerage funds were used for the Service User, what the funds were used for and what amount in total was expended for the Service User.

Reporting this element:

These elements only need to be reported if brokerage funds were used for the Service User. If no brokerage was purchased for this Service User leave all fields blank.

For each Service User record "1" to indicate yes for a brokerage purchase to the category of service.

- 13 categories have been selected as the most commonly identified sources for brokerage.
- Identify each brokerage service purchased on behalf of the Service User. Entered as "1" for yes in the in-cell drop down box, where possible select the category that best fits the brokerage type, using 'other' only as required. Multiple categories may be selected **however it is not necessary to place no in the cell if brokerage was not purchased for that service.**
- If brokerage was purchased place a dollar amount as free text in the '\$ Amount' cell to identify how much money was spent on brokerage service/s for a particular Service User. Note that more than one brokerage service may have been purchased and the amount must be a **total** of all brokerage services purchased.

Record using the numeric code set out in the table below:

| Category of service | Record 1 or leave blank | Description |
|---|-------------------------|---|
| Identification documentation | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Education or job readiness | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Interim or emergency accommodation | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Food (other than emergency relief) | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Furniture or white goods | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Health or medical services | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Clothing and personal items | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Rent (other than emergency accommodation) | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Removalist or relocation services | 1 | Brokerage has been purchased |

| Category of service | Record 1 or leave blank | Description |
|--|-------------------------------|---|
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Transport (other than an owned vehicle) | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Utility bills including phone and phone credit | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Vehicle repairs / maintenance / fuel | 1 | Brokerage has been purchased |
| | <i>Leave Blank</i> | Brokerage has not been purchased |
| Other | 1 | Brokerage has been purchased |
| | <i>Leave blank</i> | Brokerage has not been purchased |
| Brokerage Amount | Enter \$ amount of purchase/s | |

2 Practice example/ Case study

A case study usually describes the issue(s) experienced by the Service User (individual or family) and details the process used to help the Service User. It should be concise, factual, de-identified (initial or first name or letters of name may be used), and follow a common format:

- **One** practice example / case study is requested for submission to the department each reporting period
- Each report must represent a unique Service User (individual or family – de-identified)
- The department is particularly interested in case studies that demonstrate the efficacy of CCW in resolving issues for individuals and families experiencing vulnerabilities
- Case studies should be submitted on the Practice Example template included in the excel Service User Report template
- Background of Service User (e.g., gender, date of birth, country of origin and other relevant information)
- The issue itself (e.g., homeless or sleeping rough, employment and education and training support, mental health concerns)
- Plan for supporting the Service User (e.g., immediate need for emergency accommodation, clothing and personal items, income support)
- Action taken to support the Service User (e.g., discuss options; provide support, information, advice, referrals; brokerage funding)
- Outcomes for the Service User (e.g., one month's temporary accommodation paid for by local charity; referred and accepted for long term housing services; purchased personal items, clothing and shoes; Service User referred to health services (not alcohol and drug or mental health) appointment made with disability support services; linked to social group at NCC).