



Community Connect

Initiative Guideline, Specifications and Requirements

July 2024 V2.0



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Document information – version history

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December 2022 Version 1.0	January 2023	Implemented from January 2023 superseded 1 July 2024
July 2024 Version 2.0	April 2024	To be implemented from 1 July 2024

1. Introduction

Funding for the Community Connect initiative is provided as part of the Queensland Government's ongoing commitment to enabling economic participation, supporting healthy communities, and reducing social isolation for Queenslanders. The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) administers the Community Connect initiative.

The Community Connect initiative contributes to the Queensland Government's Communities 2032 vision: *Queensland's communities support and empower every person to connect, participate, contribute, and thrive.*

The *Community Connect Initiative Guidelines* (the Guideline) detail the intent, model of service delivery and reporting requirements of the Community Connect initiative.

The Guideline is a reference tool that sets out the department's requirements for funded organisations, detailing how to implement the initiative to ensure consistency across the sector.

The Guideline is intended to be read in conjunction with the *Service Agreement – Funding and Service Details* (the Service Agreement). The Service Agreement provides specific details that underpin the business relationship between the department and the funded organisation.

The Guideline is not an organisational level operational guideline and does not replace an organisation's own operational guidelines or procedures. It is not possible to anticipate every situation that may arise, contact should be made with the departmental contract officer as issues emerge.

2. About the Community Connect initiative

2.1. Investment

Funding for the Community Connect initiative is **Community Services Funding** declared under the *Community Services Act 2007*.

The Community Connect initiative is delivered in conjunction with the Queensland Government's Neighbourhood Centres initiative. Only funded providers of the Neighbourhood Centre initiative can be funded to provide Community Connect.

2.2. Purpose

The Community Connect Initiative enables the employment of Community Connect Workers, dedicated resources within Neighbourhood Centres, that assist individuals and families by building connections and personal capability to reach their full potential.

Neighbourhood Centres are a 'universal' service providing 'soft' entry point for people seeking assistance. They are an effective location for facilitating connection with local specialist services and developing networks across the service area for advocacy, referral, and assistance. The Community Connect initiative is aligned to the Neighbourhood Centre Initiative purpose, principles, and key activities.

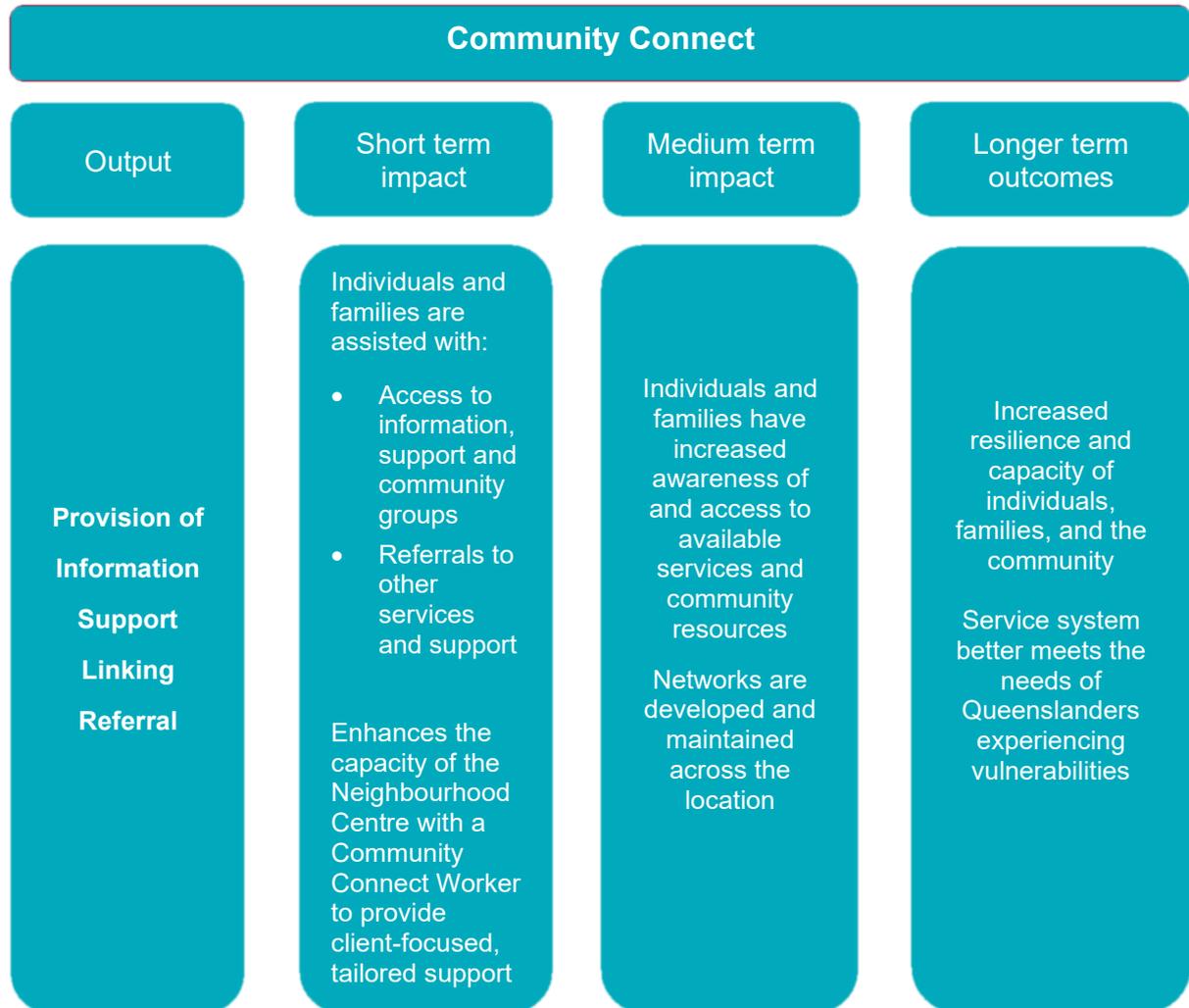
Community Connect Workers operate within selected Neighbourhood Centres to provide support to individuals and families who present with complex needs. They help link people to community and specialist support services through referrals and tailored support. It is recognised that the nature of complex needs may vary from location to location and over time, depending on local issues and changes to local service systems.

2.3. Investment logic

The department seeks to work in partnership with Neighbourhood Centres to deliver the Community Connect Initiative to achieve a range of community outcomes. The Community Connect initiative investment logic (Diagram 1 – Investment logic), shows the core activities funded under the initiative and the intended impacts and outcomes of these activities for communities.

The funded outputs are the provision of information, support, linking and referral. The intended impacts include that service users will be assisted to access information and support services and that Neighbourhood Centres will have enhanced capacity to provide support to service users. The intended longer-term outcomes include increased capacity and resilience of community members and a connected service system.

Diagram 1 – Investment logic



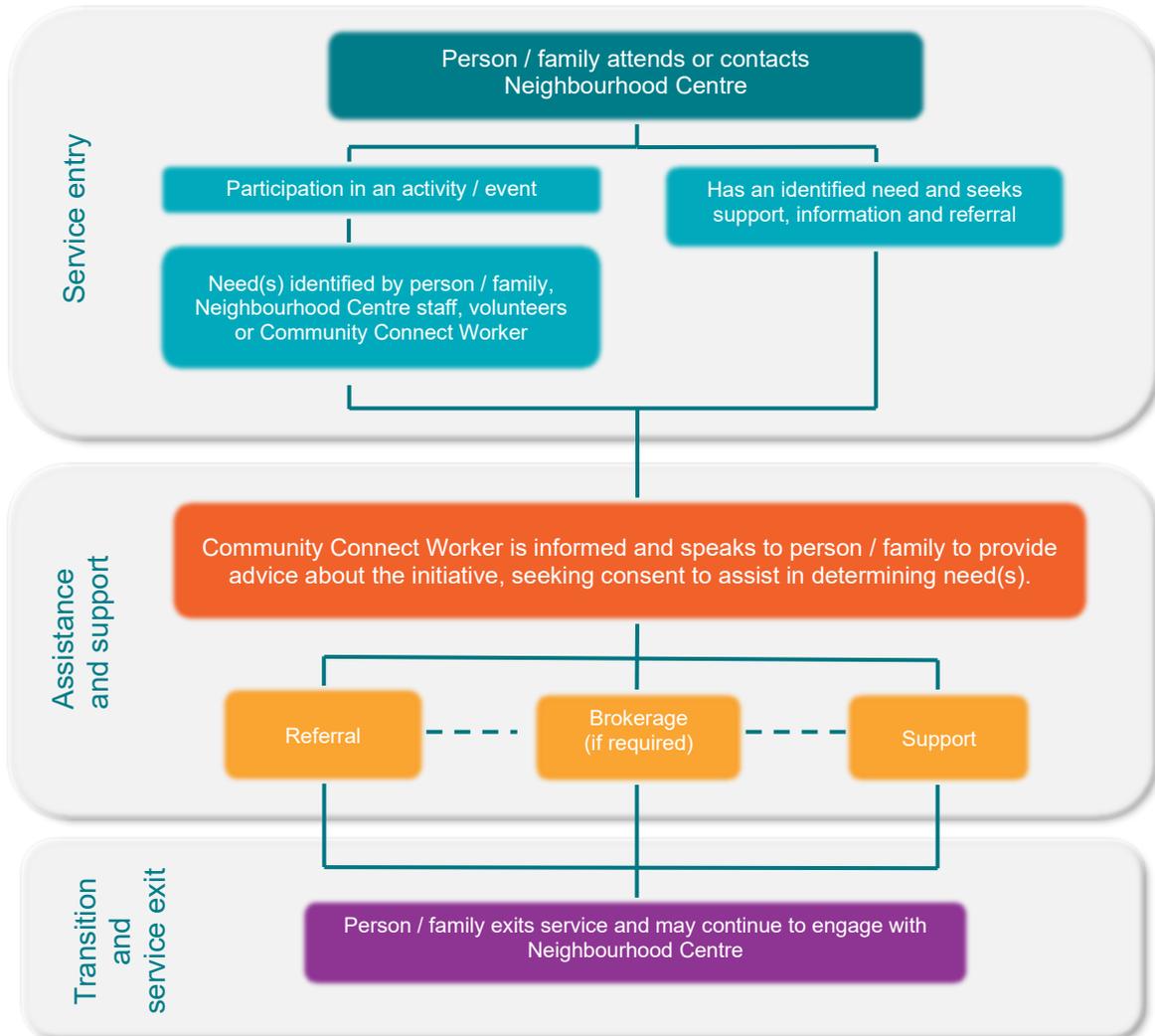
2.4. Service delivery model

The three key service delivery model components:

1. Service entry
2. Assistance and support
3. Transition and service exit

Diagram 2 sets out a visual representation of the Community Connect service delivery model and service user pathway.

Diagram 2 – Service Delivery Model - Service User Pathway



2.4.1. Service entry

Community Connect Workers are co-located with Neighbourhood Centres, as they 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.

Potential service users may enter the Neighbourhood Centre seeking to resolve a specific issue or to access information, or they may be identified by Neighbourhood Centre staff through their participation in a group or activity.

Community Connect Workers may participate in Neighbourhood Centre 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 Community Connect Worker would then work with the coordinator to develop a strategy for sensitively broaching this subject with the parent or carer.

Both the potential service user and the Community Connect Worker share information about issues the person is experiencing and the type of support the Community Connect Worker can potentially offer.

The Community Connect Worker may engage with numerous potential service users and not all will seek their support. Some may seek and accept referral information without sharing any further information.

2.4.1.1. 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, Community Connect Worker support can be provided where there is capacity.

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

2.4.2. Assistance and support

2.4.2.1. Informed consent

Informed consent should be obtained by the Community Connect Worker 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 Community Connect Worker should be mindful of sensitivities around a service user's needs. It can take some time for a service user to develop a rapport with the Community Connect 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 the Community Connect 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), Community Connect Worker and occupants of the Neighbourhood Centre. Please see section 3.2 Service Requirements regarding 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 4 Initiative funding reporting requirements.

2.4.2.2. Support

The Community Connect Worker 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, the Community Connect Worker will need to complete assessments to determine appropriate supports required and

referrals that will best meet the service user's needs. Assessments may be undertaken with the service user to assist them to determine the most appropriate services. Alternatively, if the service user does not feel able to act on their own behalf, the Community Connect Worker, in negotiation with the service user, may advocate on their behalf or support self-advocacy to facilitate an effective referral.

While Community Connect Workers 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 would include providing support that is individualised and integrated with other services.

Community Connect Workers may provide services to service users in crisis requiring immediate support, this can include psycho-social support as well as information and advice to determine most appropriate service options.

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

2.4.2.3. Referral pathways

Community Connect Workers are co-located with Neighbourhood Centres, Neighbourhood Centres 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 Community Connect service model. A referral is the act of directing a service user to a different place or person for information, help, or action, often to a person or group with more knowledge or power. The Community Connect Worker works with the service user to determine the most appropriate referral/s. They may facilitate a referral by contacting another service provider on behalf of the service user to arrange an appointment or interview. Some referrals may be in the form of information for the service user to follow up themselves.

A facilitated referral may involve providing some detail of the issues the service user is experiencing and ensure that the service has capacity and is the most appropriate service to meet the service user's needs.

Community Connect Workers may also negotiate with specialist agencies to develop new access pathways for people presenting to Neighbourhood Centres for assistance. For example, the Community Connect Worker 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.

Community Connect Workers 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 including a service user presenting with an issue that can be resolved by the Community Connect Worker without assistance, or limited services in a specific location, noting that many services in recent times have enhanced their capacity to engage in online service delivery where needed.

Community Connect Workers 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 Community Connect can help. It is expected that referral pathways will vary across locations in response to local community need.

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

2.4.2.4. Brokerage

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

Up to 12 per cent of the total Community Connect funding allocation is for 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. Community Connect Workers 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 Community Connect service users
- ✓ **may be pooled** to support two or more Community Connect 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 Neighbourhood Centres
- x **to be used** to support the Neighbourhood Centres' operating costs
- x **to be used** to pay for external supervision fees, training or workshop fees, or costs for the Community Connect Worker.

2.4.3. Transition and service exit

The Community Connect Worker 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.

When the service user exits from Community Connect, they may continue to engage with the Neighbourhood Centre through other activities and connections.

Occasionally, a Community Connect Worker 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. Community Connect Workers should discuss this situation with their supervisor and follow the funded organisation's procedure for follow up.

Service users can be re-referred or return by self-presenting to Community Connect if their situation changes or a new issue arises that requires support.

2.5. Information to support practice

2.5.1. Capacity building and networks

Community Connect Workers are in the best position to promote a shared understanding of how the Community Connect initiative 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 Community Connect. Community Connect Workers will need to develop and maintain a network of support services to which they can refer service users in the geographic catchment area. Community Connect Workers 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.

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

2.5.2. Significant vulnerabilities and complex needs

Community Connect Workers 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.

Community Connect Workers are required to develop a network of specialist service providers and community supports to assist with referral and connection of service users to the most appropriate services.

2.5.3. Cultural diversity

Community Connect is open to all members of the community who seek assistance through a Neighbourhood Centre and who would benefit from a referral to specialist and/or 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 Community Connect Workers 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 Aboriginal and Torres Strait Islander peoples, and people from culturally and linguistically diverse backgrounds.

Service users and potential service users of Community Connect may 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.

2.5.4. 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](#)

2.5.5. Domestic and family violence

Community Connect Workers 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. Community Connect Workers 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: [Login - Publications | Queensland Government](#)

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 the Queensland Police Service immediately by dialling 000.

2.5.6. 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 Neighbourhood Centres play in preventing and responding to social isolation and loneliness.

Community Connect Workers 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.

2.6. Evaluation and review

In partnership with the sector the department is committed to the continuous improvement and evaluation of the Neighbourhood Centres initiative, including the Community Connect initiative.

The department is committed to building a learning culture based on ongoing reflection, learning, shared monitoring, evaluation and review. The purpose of this approach is to build the capacity of the sector as well as demonstrate achievements and value of Neighbourhood Centres and Community Connect. Evaluation and review will also inform and enable the initiative to adapt and change to meet emerging and evolving needs over time.

Initiative performance reporting will be used to inform the evaluation and review process.

3. Initiative funding service delivery requirements

3.1. Staff requirements

3.1.1. Skills and experience

Community Connect Workers should be suitably qualified to support service users experiencing vulnerabilities and complex needs. The suggested minimum qualification for a Community Connect Worker is a social work, human services, or similar degree and/or significant experience in equivalent work. Community Connect Workers must be skilled communicators with the capacity to assess, advocate, facilitate and coordinate, on behalf of service users, to achieve the best outcomes. Community Connect Worker 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.

3.1.2. Professional supervision

Community Connect Workers 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 Community Connect Worker, 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 Community Connect Worker.

3.1.3. Training

Funded organisations must ensure that Community Connect Workers have access to appropriate training opportunities, this may include specific training to support the Community Connect Worker to undertake their role or training that is provided to all employees of the Neighbourhood Centre.

The costs of attendance at workshops and other forums are to be sourced from Community Connect funding. Brokerage must not be used for this purpose.

3.2. Service requirements

3.2.1. 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 Community Connect Worker engages with service users
- safety when undertaking outreach and using vehicles
- safeguards for working with children.

3.2.2. Promotional activities

Any material generated by the organisation or Community Connect Worker to promote the initiative to other providers in the local community, through the Neighbourhood Centre 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 Community Connect Worker determines, as part of the Community Connect Workers 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.

3.2.3. Recordkeeping and case notes

It is expected that Community Connect Workers 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.

3.2.4. Accountability – brokerage

Brokerage expenditure should be recorded separately to the operational component of Community Connect funding and can only be used to purchase support for Community Connect Workers' service users. Brokerage funding is maximum of 12% of funding allocation 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 service provider to decide how to ensure that brokerage is accessible to the Community Connect Worker 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.

3.3. Service Types

Each Community Connect Service Agreement sets out the funding provided by the department, under Service Types listed in the *Community Services Investment Specification V1.0*.

3.3.1. Service Type description

Information and referral (T103) services assist service users to make informed decisions about, or be connected to, the services and support they need. These responses are an important aspect of both prevention and early intervention approaches. Assisted referrals are intended to actively link service users to appropriate services.

Information and referral is not intended to be an ongoing contact with a service user, but rather an entry point to other services they may require.

The amount of the Service Type to be delivered under the Service Agreement is quantified as an Output and measured in Hours. Refer to section 4.5 for a description of the output measure.

3.3.2. Service Type requirements

Funded organisations must provide service users with information about the range of services available to them and actively support service users to ensure successful referral to these services.

3.3.3. Service Types and Service User codes

Service User	Service Type	Output Measure
Community Members (U1060)	Information and referral (T103)	Hours (M101)

3.4. Geographic catchment areas

Statistical Areas Level 2 (SA2s) are spatial units defined under the Australian Statistical Geography Standard and are medium-sized general-purpose areas built up from the whole Statistical Areas Level 1 (SA1). Their purpose is to represent a community that interacts together socially and economically. In 2021, there were 546 SA2s within Queensland.

Neighbourhood Centres are funded to operate within these geographic catchment areas and surrounding locations. The SA2s for Community Connect are listed in the Service Agreement and align with the Neighbourhood Centre.

3.5. Human Services Quality Framework

The Human Services Quality Framework (HSQF) is the quality assurance framework for assessing and promoting improvement in the quality of human service. HSQF applies to Community Connect funding through their Service Agreement with the department. It is the Neighbourhood Centre's responsibility to undertake the requirements of HSQF.

3.6. Cultural capability

Cultural capability refers to the skills, knowledge, behaviours, and systems that are required to plan, support, improve, and deliver services in a culturally respectful and appropriate manner.

Funded organisations must:

- ensure services are culturally inclusive of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse service users
- develop strategies to increase engagement with Aboriginal and Torres Strait Islander and CALD service users regarding services and needs
- develop strong links with Aboriginal and Torres Strait Islander, and CALD organisations and/or key community representatives
- where possible, recruit staff of Aboriginal and Torres Strait Islander background when providing services targeting engagement with Aboriginal and Torres Strait Islander peoples.

3.7. Staff support

Neighbourhood Centres must provide appropriate support and have relevant procedures for managing staff. Funded organisations must:

- ensure the recruitment of appropriately qualified staff, and the provision of appropriate induction, training, and professional supervision of these staff
- ensure staff have access to information on a range of services to support the active referral of service users to appropriate holistic supports, where necessary
- ensure service delivery staff are competent in risk assessment and safety planning
- ensure staff are appropriately trained and culturally and professionally diverse, where possible, and have the appropriate skills to meet the diverse and sometimes complex needs of service users
- have a risk management approach in place to manage and support service users where their actions or behaviours create risk to staff, volunteers or others.

3.8. Business continuity planning

Neighbourhood Centres must develop and maintain Business Continuity Plans to ensure that they are prepared for emergency situations in which business functions may be disrupted. The department may request to see a copy of an organisations Business Continuity Plan, if required.

The Queensland Government provides a template to assist with developing a plan [Business continuity planning template - Dataset - Publications | Queensland Government](#)

4. Initiative funding reporting requirements

Community Connect initiative reporting requirements are set out in the funded organisation's Service Agreement. The information provided in this section provides more detail to explain these requirements and should be read alongside the requirements specified in the Service Agreement.

4.1. Continuous improvement and performance measurement development

During the term of your Service Agreement reporting requirements will be reviewed and may be changed to reflect findings from analysis of data captured and evaluation of the initiative. The development and improvement of performance reporting for Community Connect will be linked with evaluation and review and will be undertaken with Neighbourhood Centres as part of the department's commitment to continuous improvement.

4.2. 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 service users who use the services, what services have assisted them and what were the outcomes for service users 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.

4.3. Service user information and consent regarding non-identifying service user information

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
- the information will not affect any other services or supports that the service user is accessing.

4.4. 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 department's online system. Reporting includes financial and performance reporting. This guideline sets out the performance reporting in more detail, it does not include guidance for financial reporting or P2i instructions.

4.5. Quarterly reporting

The information below summarises the reporting items:

Item Code	Item Description
T103 – U1060	Information and referral (T103) – Community members (U1060)
Output Measure code	Measure description
M101	<p>Hours</p> <p>Description:</p> <p>Output hours includes all hours spent undertaking activities relating to the delivery of <i>Information and referral (T103)</i>.</p> <p>Output hours are a measurable and reportable output under the Service Agreement.</p> <p>Output hours for Community Connect includes:</p> <ul style="list-style-type: none"> • Face to face work with service users • Indirect work on behalf of services users • Staff training and networking activities undertaken by the Community Connect Worker <p>Note: while non-client time can be included in output hours it is expected that direct work with service users takes the majority of the Community Connect Workers' time.</p> <p>This measure has a minimum target quantity stated in your Service Agreement.</p>
Other Performance Measure code	Measure description
M301	<p>Report</p> <p>Description:</p> <p>The Service User Report and Practice Example are to be completed using the template and online submission method provided by the department.</p> <p>Community Connect is required to complete both Service User Report and the Practice Example, more detail regarding the Report is provided below in sections 4.5.1 and 4.5.2 and Appendix 1 – Service User Report Data Guide.</p>

4.5.1. 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 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 Community Connect and is used to:

- describe who uses Community Connect 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 User Report Data Guide**.

4.5.2. Practice example/ Case study

The department requests that the organisation completes **one** Community Connect 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 Community Connect Worker, your organisation, and external service providers by name if acting for a Community Connect service user in a professional capacity.

4.6. Format and submission

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

The output reporting and Service Reports are to be submitted, via the departments online reporting system, on a quarterly basis as set out in your organisation's Service Agreement and are part of the Performance Based Acquittal. Quarterly reporting periods and reporting due dates are set out in the table below.

Quarter	Period	Due Date
Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

4.7. Other data collection requirements

Other data collection may be required by the department during the term of your organisation's Service Agreement.

The department may request data, from time to time, to demonstrate the impact of Neighbourhood Centres within Queensland communities.

The department may consult with the sector to develop mechanisms for collecting data.

5. Other information

5.1. 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](#)
- Neighbourhood Centre initiative guidelines [Neighbourhood centres – resources for providers | Business Queensland](#)
- Neighbourhood Centre strategic framework [Neighbourhood Centres – Our shared vision](#)

5.2. Feedback and enquiries

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

5.3. Peak body

Neighbourhood Centres Queensland (NCQ)

NCQ is the Queensland Government funded peak body for the Neighbourhood Centre sector in Queensland.

NCQ works alongside Neighbourhood Centres to develop the resourcing, recognition and relationships of Neighbourhood Centres at the local, state and national level. They collaborate with members, partners and government to measure impact and build sector capacity for long-term community and social resilience.

Appendix 1 – Service User Report data guide

This document is a data guide setting out how and what to record in the fields of the Service User 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 User 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 Users' 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 – Community Connect Worker - **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 Community Connect Worker 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 Community Connect Worker.

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 Community Connect Worker, 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 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 Community Connect Worker 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

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:

- 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
- 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*
- 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 **UA2O2**
- 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 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 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. Australian South Sea Islander background

Definition:

Australian South Sea Islander background states whether a Service User identifies themselves as of Australian South Sea Islander origin.

Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the primary industries. Source: [Queensland Multicultural Policy \(des.qld.gov.au\)](http://des.qld.gov.au)

Reporting this element:

Report this element for all Service Users. Where a Service User chooses not to disclose their Australian South Sea Islander background, it is acceptable to record 'Not stated'.

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

Numeric Code	Description
1	Australian South Sea Islander background
2	Not Australian South Sea Islander background
99	Not stated <i>Only use this code if it is not possible to find out information about Indigenous status from the Service User.</i>

1.2.9. Culturally and Linguistically Diverse (CALD) background

Definition:

Culturally and Linguistically Diverse background states whether a Service User identifies themselves as being from a 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 CALD 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>

1.2.10. CALD – Country of origin

Definition:

CALD – Country of Origin records the Service User's country of origin if they identified as being from a 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 CALD. 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.

1.2.11. 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>

1.2.12. 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>

1.2.13. 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/or sleeping out (sleeping 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>

1.2.14. 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

1.2.15. 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).

1.2.16. 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 Community Connect Worker.

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

Numeric Code	Description
1	Financial hardship
2	Housing support including emergency accommodation
3	Child and/ or family support
4	Domestic and family violence
5	Social isolation / loneliness
6	Drug and Alcohol related concerns
7	Mental health concerns
8	General health concerns other than mental health
9	Disability support
10	Employment, education and training support
11	Affected by natural disaster or community impact event
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>
Free text	Brief explanation if recorded "Other"

1.3.2. Secondary reason for contact

Definition:

Secondary reason for contact builds further on the Service User's primary reason for contacting the Community Connect Worker, particularly for those with complex needs and in circumstances where the Service 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 Community Connect Worker. Do not select the same option selected for the **primary** reason for contact. If there was no secondary reason, record “12”.

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

Numeric Code	Description
1	Financial hardship
2	Housing support including emergency accommodation
3	Child and/ or family support
4	Domestic and family violence
5	Social isolation / loneliness
6	Drug and Alcohol related concerns
7	Mental health concerns
8	General health concerns other than mental health
9	Disability support
10	Employment, education and training support
11	Affected by natural disaster or community impact event
12	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>
Free text	Brief explanation if recorded “Other”

1.3.3. Source of referral to Community Connect Worker

Definition:

Source of referral records how the Service User was introduced to the Community Connect Worker. 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 Community Connect Worker.

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

Numeric Code	Description
1	Neighbourhood 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 Community Connect Worker 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.

Nineteen (19) 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 2 or leave blank	Description
Referral to child and/or 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 domestic, family or sexual 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 general counselling or psychology 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 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

Category of service	Record 1 or 2 or leave blank	Description
	<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 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 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 aged care 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 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 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 financial counselling or resilience 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 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
	1	The Service User has been referred and accepted

Category of service	Record 1 or 2 or leave blank	Description
Referral to employment, education and/or training assistance	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 long term housing 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 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 activities or group at the Neighbourhood Centre (including social groups and other activities)	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
<i>If "Other" recorded</i>	<i>Free text</i>	Briefly describe referral if "Other"

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 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.

Twelve (12) categories have been selected as the most commonly identified items requiring brokerage expenditure.

Record this element by entering the amount of brokerage funds expended under the category that best describes the expenditure. Use rounded dollar amounts only, for example if \$46.85 was the amount spent then enter "\$47". Apply the general rounding rule of rounding up for over 50 cents (50 to 99 cents) and rounding down for under 50 cents (1 to 49 cents), for example:

- \$46.85 round up to \$47
- \$46.50 round up to \$47

- \$46.25 round down to \$46

Use the 'other' category only if there is no reasonable broader description amongst the categories provided. If other is selected, record a brief free text description of the expenditure.

Multiple categories may be selected. **It is not necessary to place "no" in the cell if brokerage was not purchased for that service, leave the field blank.**

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

Category of service	Record \$ or leave blank	Description
Identification documentation	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Counselling or psychological services	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Health or medical services	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Education or job readiness	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Clothing and personal items	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Financial hardship support (cost of living support not provided through emergency relief)	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Furniture or white goods	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Interim or emergency accommodation	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Removalist or relocation services	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Transport (other than an owned vehicle)	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave blank</i>	Brokerage has not been purchased
Vehicle repairs / maintenance / fuel	<\$ amount in full dollars>	Brokerage has been purchased
	<i>Leave Blank</i>	Brokerage has not been purchased
Other	<\$ amount in full dollars>	Brokerage has been purchased

Category of service	Record \$ or leave blank	Description
	<i>Leave blank</i>	Brokerage has not been purchased
	<i>Free text</i>	Briefly describe expenditure for “other”

2. Practice example / Case study

One practice example / case study is requested for submission to the department each reporting period.

The practice example / case study is an opportunity to provide qualitative data about the work of the Community Connect Worker. The practice example / case study describes the issue/s experienced by the Service User (individual or family), details the actions and processes used to support the Service User and outcomes that have resulted. It should be concise, factual, de-identified and represent a unique Service User (individual or family).

The department is particularly interested in case studies that demonstrate the efficacy of Community Connect Workers in resolving issues for individuals and families experiencing vulnerabilities.

The practice example / case studies should be submitted on the Practice Example template included in the excel Service User Report template, which includes:

- Brief description of the Service User background and issues being experienced.
- Brief description of services provided which can include information about the plan for supporting the Service User and actions taken.
- Outcomes for the Service User, which can include both Service User reported outcomes and outcomes observed by the Community Connect Worker.