

Queensland Government Human and Social Disaster Relief and Recovery Program 2023

Investment Specification

13 April 2022

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1. Introduction

In any given year, Queensland communities can experience a range of disasters, including bushfires, floods, drought, severe storms, and cyclones. Disasters cause financial and emotional hardship and affects the health and wellbeing of individuals, families and communities leading to significant disruptions across education, employment, housing, personal care, and other service delivery arrangements including social, sporting, community, and personal networks.

Community recovery from a disaster is complex, with every community recovering in diverse ways and at a different rate. The best outcome for communities is to ensure responses are strategically aligned to respond to the needs of the community and where communities lead the recovery efforts.

This community-led approach supports and enables individuals, families, and communities to strengthen resilience and build sustainability. A collaborative coordinated and flexible response is required from all stakeholders to rebuild individual communities after a disaster.

Defining a Disaster¹

A serious disruption to community life which threatens or causes death or injury in that community and/or damage to property that is beyond the day-to-day capacity of the prescribed statutory authorities, and which requires special mobilisation and organisation of resources other than those normally available to those authorities.

Even with sophisticated predictive tools and warnings, emergencies are still largely unpredictable and chaotic in their nature and impacts. Added to this, human nature is such that people commonly do not expect to be affected by an emergency and, as a result, tend not plan for this eventuality. Therefore, small, or large emergencies usually have two elements in common: they are unexpected, and they disrupt individuals, households, livelihoods, and communities. (*National Strategy for Disaster Resilience 2011*)

Any of the following events can be classified as disasters and can be natural or caused by human acts or omissions:

- a cyclone, earthquake, flood, storm, storm surge, severe weather, tsunami, heatwave or other natural happening
- an explosion or fire, a chemical, fuel or oil spill, or a gas leak
- an infestation, plague, or epidemic
- a failure of, or disruption to, an essential service or infrastructure
- an attack against the State
- significant community events.

Defining Recovery²

Restoring or improving livelihoods and health, as well as economic, physical, social, cultural, and environmental assets, systems, and activities, of a disaster-affected community or society, aligning with the principles of sustainable development and 'build back better,' to avoid or reduce future disaster risk.

Recovery is the process of coming to terms with the impacts of a disaster and managing the disruptions and changes caused, which can result, for some people, in a new way of living. Being 'recovered' is being able to lead a life that individuals and communities value, even if it is different to the life they were leading before the disaster event. The impacts of disasters on affected individuals and communities can be profound, long lasting and life changing. Therefore, recovery is a long-term, multilayered social and developmental process that is more than simply the replacement of what has been destroyed and the rehabilitation of those affected.

At its centre, recovery is the complex process of individuals and communities who have been impacted by a disaster event working to resolve the impacts that the event has had on the trajectory of their lives. Recovery provides an opportunity to improve aspects beyond previous conditions by enhancing social infrastructure, natural and built environments, and economies.

¹ [community-recovery-handbook.pdf \(aidr.org.au\)](#) page 2

² [community-recovery-handbook.pdf \(aidr.org.au\)](#) page 4

Successful recovery³ is responsive to the complex and dynamic nature of both emergencies and the community. Recovery should recognise that:

- disasters lead to a range of effects and impacts that require a variety of approaches; they can also leave long-term legacies
- information on impacts is limited at first and changes over time
- affected individuals and the community have diverse needs, wants and expectations, which can evolve rapidly
- responsive and flexible action is crucial to address immediate needs
- existing community knowledge and values may challenge the assumptions of those outside of the community
- conflicting knowledge, values and priorities among individuals, the community and organisations may create tensions
- emergencies create stressful environments where grief or blame may also affect those involved
- over time, appropriate support for individuals and communities, from within and outside, can cultivate hope and individual and collective growth.

2. Purpose

The Queensland Government Human and Social Disaster Relief, and Recovery Program, Investment Specification (the specification) provides government staff and funded suppliers with information regarding the purpose and structure of the program and its operational requirements and expectations.

The specification is a guide for aligning investment, service delivery activities and deliverables to program objectives. The specification promotes flexibility, responsiveness, and innovation in service delivery and practice to enable the right services to be delivered to the right people, at the right time, and in the right way. The document is used in conjunction with procurement documents and provides detail on specific requirements to be included in contracts.

NOTE: Government prefaces the procurement process with a situational description of each disaster to include:

- community profile
- level and type of impacts
- consequences
- priority needs for the community and individuals
- in scope locations and complexities.

A situational description ensures Government is clearly describing the specific requirements for each service type as they relate to each disaster and community and enables Suppliers to shape service delivery models and quotations.

3. Applying the Specification

Each of the service types includes a service delivery table listing as detailed below (see tables in Section 11):

- Service delivery Options
- Service Users
- Outputs
- Performance Indicators and
- Reporting Requirements.

Items under the headings in the service delivery table, are to be selected via a tick box and further built on where required, e.g.: where the item is “other” or where “Purchaser to provide details” is indicated. Once the relevant items have been selected and details completed, the table can be included in the procurement document.’

³ [community-recovery-handbook.pdf \(aidr.org.au\)](https://www.aidr.org.au/community-recovery-handbook.pdf) page 21

When choosing reporting requirements from the service delivery tables a sliding scale of risk vs investment applies. Where the greater the investment and focus, then, the greater the level of reporting. The lesser the funding, then less reporting requirements should be included.

Service types may be delivered by Government or purchased by Government and delivered by a Supplier, with consideration for the Service Delivery Requirements for all Services listed in [Section 9](#).

4. Investment

The Queensland Government partners with suppliers and affected communities to support individuals, families and the broader community recover after a disaster. Through the design and delivery of scalable and responsive strategies, Government and Suppliers support communities to build a more resilient and sustainable future. Investment is an input for suppliers to deliver a wide range of programs, activities and supports in a way that is responsive to the changing needs of the community.

The Queensland Government Procurement Policy 2021 underpins the business relationship between Government and the supplier. The specification should be read in conjunction with any Invitation or Standing Offer Arrangement documentation, as well as contract documents, service agreements and/or purchase orders.

5. Program Objective

The Queensland Government Human and Social Relief and Recovery Program (the program) comprises a range of Human and Social responses which are funded by Government as a contribution to broader community-led disaster responses across Queensland. In Queensland there are five functional recovery groups operating as a platform to coordinate efforts across all Government agencies supporting communities during the recovery effort. These are **Human and Social**, Economic, Environment, Building, and Roads and Transport. Each functional recovery group has a designated lead agency responsible for group coordination, management, assessment of needs and impacts, and stakeholder engagement.

These functional recovery groups are responsible for the coordination, delivery and/or purchasing of supports and services that support local communities to lead and coordinate their recovery efforts at the local level.

The program contributes to the overarching aim of the human and social recovery group which is to improve people's personal and collective social wellbeing. Social wellbeing is connected to the social infrastructure that existed prior to the disaster and the consequences of a disaster upon it. It is particularly concerned with the risks of the impact and human consequences to the ongoing continuity of communities before, during and after a disaster. Those risks might be to community safety, or to a community's health and wellbeing, an individual living a life they value or a community having a sense of self-efficacy.

The program describes the coordination, delivery and purchasing of supports and services across three interconnected service categories:

1. Individual and Personal Support
2. Community Support and
3. Service and System Development

The program is delivered using a phased approach as shown in the Community Recovery and Disaster Relief Response Continuum diagram below. Timeframes are indicative and responses scaled to respond to the intensity of a disaster.

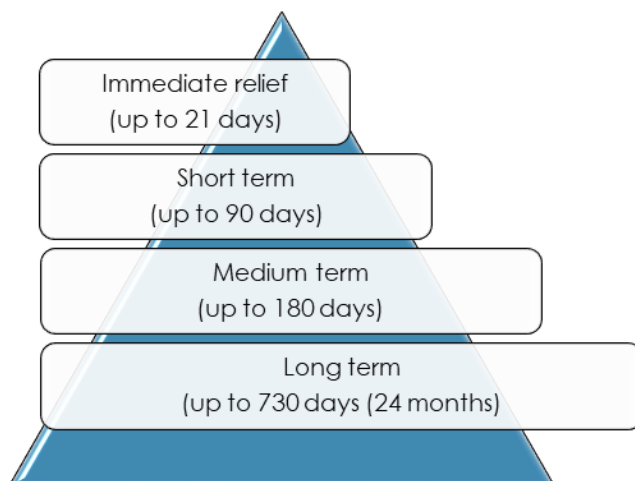


Diagram 1. Community Recovery and Disaster Relief Response continuum

Activities and services delivered under this program apply community development and theories of change methodologies by applying principles outlined in the [National Principles for Disaster Recovery Australia](#) which are:

- understanding the context of the disaster and Service User needs
- recognising complexity
- using community-led approaches (responsive and flexible, engaging, and empowering)
- ensuring coordination of approaches
- effective communication
- recognising and building on Service Users and system capacity



Diagram 2. The national principles for disaster recovery Source: Social Recovery Reference Group 2018

By designing and delivering activities and services that apply these principles sustainability and resilience can be built, and government and funded services can withdraw from the recovery process and allow the community to manage its own recovery.

Defining sustainable and resilient⁴

The terms 'sustainable' and 'resilient' are defined in the [National Monitoring and Evaluation Framework for Disaster Recovery](#) and applied across this program in the following way:

A sustainable community has the capability to manage its own recovery, without government disaster-related assistance. In other words, if government disaster-related programs are withdrawn, the recovery process in a sustainable community will continue; the gains achieved during the government-assisted phase will not stop or reverse.

Sustainability can be measured in the following ways:

- The needs of vulnerable Service Users are addressed in disaster recovery
- Displaced Service Users can return to the community if they prefer
- Service Users aware of the disaster recovery processes
- Service Users can express its changing disaster recovery needs
- Service Users are not experiencing excessive stress and hardship arising from the disaster
- The community can express its changing disaster recovery needs.

A resilient community is better able to withstand a future disaster. A successful recovery process “promotes practices that minimise the community’s risk to all hazards and strengthens its ability to withstand and recover

⁴ Australian Government A Monitoring and Evaluation Framework for Disaster Recovery Programs Version 2 - May 2018

from future disasters, which constitutes a community's resilience" and Community members are aware of the risks of future disasters.

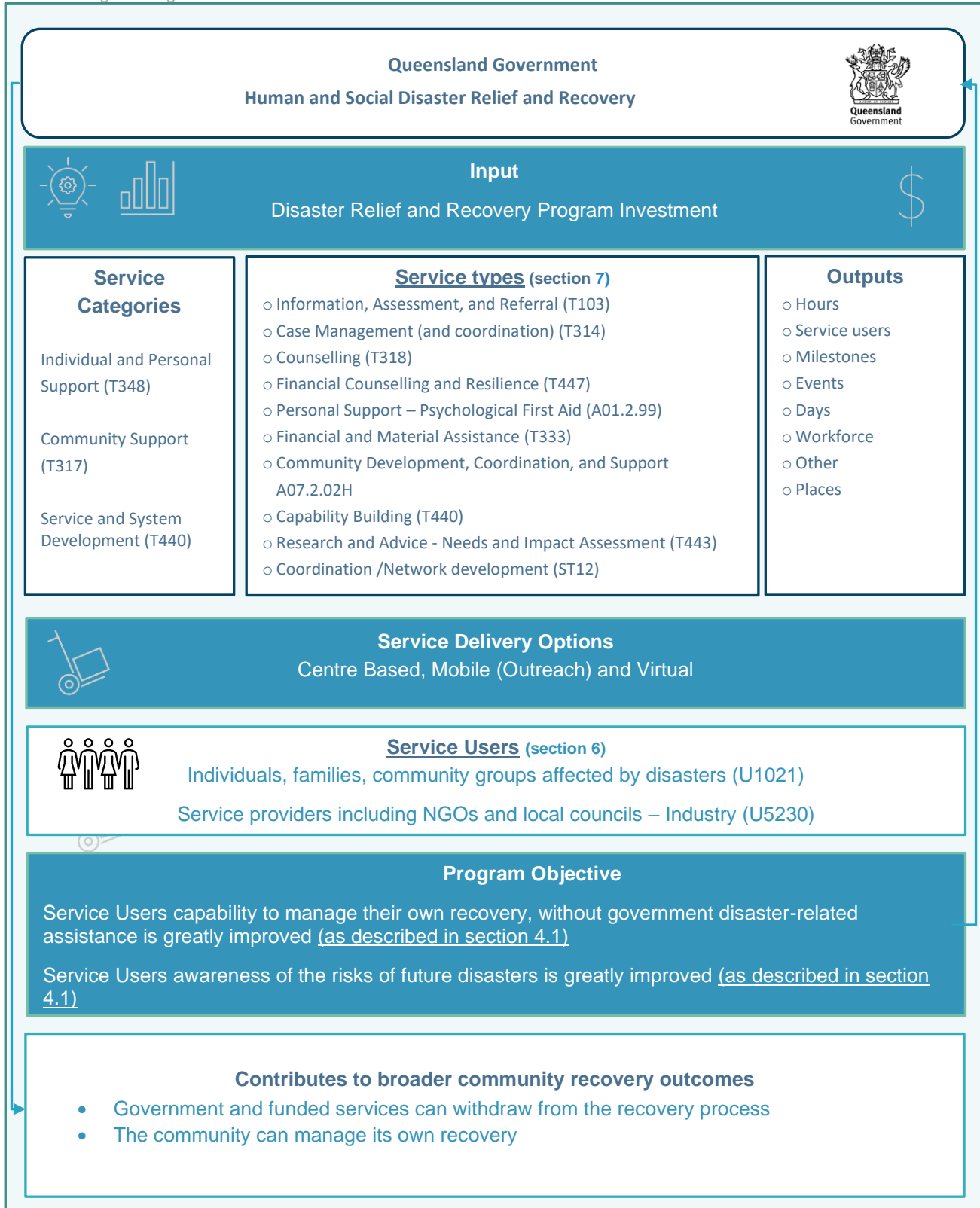
Resilience can be measured in the following ways:

- Service Users have the knowledge, skills, and resources for dealing with health issues related to the disaster experience
- Service Users are aware of each other's potential needs from future disasters through formal and informal networks and plans (i.e., social connectedness)
- Service Users can respond to their own needs and can support the needs of other members of the community
- Mutual assistance systems, social networks and support mechanisms can adapt to emergencies when these occur
- Government, private sector, civil society, and Suppliers are engaged in plans for mitigation and management of the recovery
- Service Users have the knowledge, skills, and resources, for dealing with disaster related risks (e.g., preparedness, including timely access to information about services and supports, emergency plans and connectedness).

6. Program Logic

The table below shows the relationship between the inputs, services, Service Users and how they deliver on the objectives of the program. Also included are the Options for delivering the program. Each of the program elements are described further in this document.

Table 1 Program Logic



7. Service Users

Service Users are those people, groups, communities, or organisations who are recipients of the service.

A. Individuals, families, community groups affected by disasters (U1021)

- Individuals, families, and community groups affected by disasters, which could include children, older adults, people with disabilities, ethnic and cultural groups indigenous to the area and the disenfranchised.

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

- Suppliers that deliver community services, including for-profit and not-for-profit community service Suppliers and local councils.

8. Service Delivery Overview

The tables below list the scope of service types, performance indicators and outputs that can be applied and purchased under this specification.

Table 2 – List of the service types and performance indicators

Code	Service types	Performance indicators
T103	Information, Assessment, and Referral	Service Users have access to information and services
T314	Case Management (and coordination)	Service Users have the support they need to access services and navigate the system Service users immediate and short-term needs are met
T318	Counselling	Service Users have access to crisis support
T447	Financial Counselling and Resilience	Service Users have access to financial advice and support
A01.2.99	Psychological First Aid	Service User mental health and psychosocial wellbeing is supported
T333	Financial and Material Assistance	Service users receive financial and material support
A07.2.02H	Community Development, Coordination, and Support	Service Users have opportunities to come together as a community Service Users are aware of the range of supports and services available
T440	Capability Building	Service Users are connected and informed Service Users have increased capability and the skills to move forward
T443	Research and Advice	The affects and impact of the disaster on Service Users is understood and shared.
ST12	Coordination /Network Development	Service Users have access to, and receive the services they need to help with their recovery

Table 3 – List of outputs for purchasing

Output	Description (Counting rules are provided in section 15)
Hours	Hour: 60 minutes, or part thereof.
Service Users	By type as defined in Section 6.
Milestone	May include reports, case studies or other products, as defined and described by the purchaser (case study is further described in section 15).
Events	May include public gatherings, concerts, pop-ups etc., as described or defined by the purchaser.
Days	8 hours of service delivery between the hours of 7am - 6pm Monday – Sunday Days outside of the defined term need to be defined by the purchaser. E.g., 8, 10 or 24-hour service required between the hours of X and X.
Workers	A full-time equivalent (FTE) person e.g., a single person working the required hours is full time is an FTE. The FTE may comprise two (or more) people working flexible to cover the required hours. The purchaser must be clear, where flexible working arrangements cannot apply.
Place	A location which can be described as a community or geographical site.
Other	Requires the purchaser to clearly describe the unit required.

9. Service Delivery Requirements for all Services

Suppliers delivering services funded under this Specification must comply with the relevant statements under the heading of “Requirements” as specified in this document and all contractual arrangements.

They should also have regard to relevant best practice statements and guidance provided under the headings of “Considerations,” and

Services delivered under have been developed in line with the National Disaster Recovery Principles as outlined in the National Community Recovery Handbook 2 described in Section 4.

Suppliers must acknowledge funding contribution in public materials which includes but is not limited to:

- a. media releases regarding the approved project
- b. acknowledgement or statements in project publications and materials
- c. events that use or include reference to the approved project

To comply with this requirement, all public advice and media releases should refer to the relevant funding source, as being “*jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements*”.

Operational messaging and advice, such as road closures and tender advertisements, are excluded from this requirement.

NOTE: Other requirements or considerations for each individual service type may be determined on a service or disaster specific basis and further described in procurement and contract documents.

Requirements

Systems

- Services must only be carried out to alleviate damage or distress arising as a direct result of a disaster.
- Necessary infrastructure, resources, processes, and procedures are in place to deliver and operationalise services in a disaster environment.
- Actively engage and coordinate with other services and agencies, local stakeholders and appropriate functional disaster management groups operating in accordance with Disaster Management arrangements in the relevant locations.
- Build on existing community-based resources and social capital across the sector by engaging local small to medium suppliers, where possible.
- Where possible, support Queensland jobs and support local businesses.
- Develop strategies to increase engagement with First Nations peoples and CALD Service Users regarding services and needs.
- Develop strong links with First Nations peoples, and Culturally and Linguistically Diverse (CALD) Suppliers.

Service delivery

- All human and social relief and recovery services are delivered within the defined disaster impacted area only. Services are aimed at assisting in minimising distress for Service Users and rebuilding/replacing damaged property, arising as a direct result of a disaster.
- Programs and activities are focused on improving Service Users sustainability and resilience as described in the objectives of this program (Section 4)
- Operate with no costs to Service Users
- Monitor and adjust the delivery of services to ensure they meet the changing needs of Service Users and community.
- Provide access to interpreter services and other communication and engagement enabling resources.
- Delivery of services that are culturally and socially appropriate for the community and accessible to all Service Users.
- Develop and implement processes for managing Service Users with challenging behaviours (within a risk management framework). Rather than excluding these Service Users provide service pathways that are accessible and inclusive of people who are aged and those with disabilities and other special needs.
- Program and activities are designed and implemented in a way that can be adapted in response to the changing needs of Service Users, this includes hours of operation and service access.
- Ensure services are culturally inclusive of First Nations peoples and CALD Service Users

Workforce

- Where possible, recruit staff of First Nations peoples when providing services targeting engagement with First Nations peoples.
- Take reasonable efforts to manage psychological and physical fatigue of staff.
- Appropriate processes are in place to monitor and supervise staff, including volunteers.
- Responsibility is taken for the recruitment of appropriately qualified staff and volunteers, and the provision of appropriate induction, training, and professional supervision of these staff.
- Service delivery staff, including volunteers:
 - commit to a code of conduct
 - are competent in risk assessment and safety planning
 - are appropriately trained and culturally and professionally diverse (where possible)
 - have the appropriate skills to meet the complex and interconnected needs of Service Users
 - have access to information and resources on the full range of services to support and refer Service Users

- hold a current Blue Card where Staff including Volunteers are providing information, advice and support to children and young people.

Travel and Accommodation

- Where extraordinary Disaster Relief and Recovery service delivery requires overnight accommodation and travel to and from location/s other than the location in which the supplier is normally delivering services, the Supplier will be required to coordinate and pay for any travel and accommodation arrangements as part of the contract budget but separate to service provision.
- Prior to any travel being arranged and/or costs incurred, the Successful Offeror must obtain the written consent of the Customer.
- If travel is undertaken, the maximum the Eligible Customer will reimburse the contractor for accommodation costs will be in accordance with Public Sector Industrial and Employee Relations or by prior written agreement of the Customer. Air fares should be economy class unless approved by the Customer.
- No travel costs will be paid for staff of the Successful Offeror to travel to the Customer’s location, except as is expressly authorised by the Customer in the terms of the relevant Order.
- Any claim for refund of any Approved Expenses must be fully substantiated by copies of tax invoices/receipts. Claims for reimbursement for Approved Expenses will only be paid to the Successful Offeror and will not be paid directly to any staff of the Successful Offeror.
- Should an event fall outside of the Disaster Recovery Funding Arrangements (DRFA) recoupment guide, suppliers will need to confirm whether costs are reimbursable.

Considerations

- Mechanisms should be in place to allow meaningful service user participation in service planning, design, and evaluation.
- Service should include a framework to help determine effectiveness and appropriateness of the service delivery model to inform future responses.

Defining cultural capability

Refers to the skills, knowledge, behaviours, and systems required to plan, support, improve, and deliver Service delivery options.

10. Service Delivery Options

Services can be provided through one or more service delivery options. When determining the mode of delivery, consideration should be given to equitable access, cost-effectiveness, and reach. Service delivery options are:

1. Centre Based (ST1)

Services delivered from a physical premise, providing a welcoming, friendly, safe, and supportive environment that is easily accessible and culturally sensitive.

2. Mobile (outreach) (ST2)

Services delivered by going specifically to the premises of the Service User or location of the community to provide targeted or one-on-one support and/or the delivery of services in locations across the designated locations for the widest reach and participation (this may include travel across large distances and damaged road surfaces, depending on the event and need).

3. Virtual (ST3)

- Services are delivered online (Zoom, Skype, Phone etc) including disseminating and collecting information via email and hosting resources online to facilitate access.

11. Service Types

Each of the Service Types in scope for this program are described below to include Requirements and Considerations for Suppliers. Service delivery tables for each service type lists the range of agreed service delivery options, Service Users, outputs, performance measures and reporting requirements available for section and inclusion as part of the purchasing and contracting arrangements.

Counting rules and examples for the range of reporting requirements can be found at [Section 17](#) . Also provided in this section are the range of demographics required for reporting.

A. Information, Assessment and Referral (T103)

Suppliers of these services and activities assist Service Users make informed decisions about, or be connected to, the services and supports they need. These responses are an important aspect of the community’s disaster and recovery. Assisted referrals are intended to actively link Service Users to appropriate services.

Information, assessment, and referral is not intended to be an ongoing contact with a Service User, but an entry point to other services they may require.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 5

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals’ families and community groups affected by disasters Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users have access to information and services
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users accessing information <input type="checkbox"/> Number and demographics of Service Users referred to other services <input type="checkbox"/> Provide samples of the types of information available to Service Users, including fact sheets, online resources etc. <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.

B. Case Management (and Coordination)

Suppliers of case management services work directly with Service Users, based on identification, assessment, and planning for their support needs, whilst coordinating service user access to a range of other appropriate services. Case management comprises the following two categories:

- I. Case Management: working with the service user on specific goals that can be addressed by a single supplier, and
- II. Case Coordination: working with the service user on complex goals that require a coordinated response across more than one supplier.

i. Case Management

Services provide a collaborative, client-centred process aimed at working with Service Users to empower them to effectively meet their individual needs, increasing their self-reliance and independence. Case Management includes:

- Needs identification – undertaken following initial contact and is designed to capture a preliminary understanding of a person’s support needs. Needs identification intends to facilitate prompt action to link the Service User to adequate support.
- Support planning – documents the Service User’s support goals and identifies the range of support services required.
- Direct service and **coordination** – this stage involves the actual provision of practical assistance to a Service User, and **direct support to access** a range of relevant services best placed to respond to the Service User’s identified support goals services/resources needed. This may include practical support or other support as identified by the Service User e.g.
 - **advocacy** e.g., insurance companies, arranging contractors and services within the community
 - immediate assistance/guidance with household or personal financial grants and planning.
- Review, closure, and evaluation – this phase of the support period involves either a re-assessment of a Service User’s needs, strengths, and protective factors, or finalising the end of a support period.

ii. Case Coordination

Case Coordination provides a client-centred process involving **coordination of multi-agency input and resources**. It incorporates communication, information sharing, service navigation and integration of the best mix of resources of two or more participants to support an individual and/or families to effectively meet their individual needs and increase their self-reliance and independence.

All Case Coordination involves a client assessment with a focus on those factors that indicate a person **has multiple, intersecting needs** and may be vulnerable to poor integration of services.

Case coordination comprises:

- assessment of need and informed consent
- development of Plan and identification of key worker/lead agency
- connecting the disaster affected person to needed generalist and specialist resources
- reducing the stress associated with navigating the complexity of the service system
- enabling people to manage their own lives within the scope of their resources and abilities.

Requirements

Staff have a social work or similar degree or considerable experience working in a similar position, with individuals and families who have experienced significant distress.

Considerations

- Personal, interpersonal, organisational, and structural challenges including factors such as practitioners coming from diverse levels of experience and cultural backgrounds.
- Time and resource limitations, privacy and confidentiality considerations and tensions between distinct roles and functions.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 6

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals' families and community groups affected by disasters Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users have the support they need to access services and navigate the system Service users immediate and short-term needs are met
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users accessing Case Management Services. <input type="checkbox"/> Number and demographics of Service Users accessing Case Coordination Services <input type="checkbox"/> Number of referrals received by source <input type="checkbox"/> Number and type of supported referrals made to other services. <input type="checkbox"/> Number of Service Users who reported most of their goals were met. <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

C. Counselling (T318)

Suppliers of this Service provide a **therapeutic process** that provides a compassionate environment for Service Users to express their feelings and be supported to understand and manage identified emotions, behaviours and intra and interpersonal relationships with more clarity and purpose.

Counselling may assist Service Users to cope with challenges and make positive changes in their life where necessary, including addressing practical issues. Counselling may also help them come to terms with a difficult situation and move forward with increased resilience. Counselling aims to reduce a person's confusion, distress, and conflict in the immediate and long-term.

A range of different counselling approaches and techniques can be utilised depending on the target group and nature and complexity of a person's identified needs.

The frequency of contact and duration of counselling work with Service Users will fluctuate in accordance with the complexity of issue/s and intensity of their support needs at any one time. For example, some Service Users may only require a single session of counselling and others may require support over a longer period. Counselling may also include **provision of information, advice, and support**.

Requirements

- Counselling services are confidential.
- The counselling process must include some of the following elements:

- Intake - is a process of gathering the Service Users' information to determine whether counselling is appropriate for them and whether the service is suitable to address their needs. Data collection could include service user contact and other relevant details; service user history; reason for referral; and previous counselling episodes.
- Assessment - occurs during the initial phase of counselling and focuses on establishing rapport; identifying the Service User's presenting problem(s) and primary needs; identifying the Service User's strengths; and determining the most appropriate counselling/treatment approach.
- Developing a counselling plan - involves determining approximate counselling duration, goal setting and setting achievable outcomes for the Service User. Such intentions are recorded and reviewed throughout the period of Service User engagement. Unlike case management support plans (which include supports delivered by the case manager and other services), counselling plans relate to the treatment provided directly by the counsellor to the Service User during the therapeutic process.
- Intervention - offers a range of interventions designed to decrease the Service User's confusion and distress; increase healthy coping strategies and problem-solving skills; and find alternative solutions. Maintaining rapport is central to the counselling process and vital at this stage.
- Case closure - is a well-planned process allowing the service user to prepare themselves for the final counselling session and beyond. The counsellor and service user evaluate strategies taken to achieve goals and other successes, as well as the areas that did not go according to plan.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 7

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	<input type="checkbox"/> Individuals' families and community groups affected by disasters <input type="checkbox"/> Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Workers <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users have access to crisis support
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users accessing Counselling Services <input type="checkbox"/> Number and demographics of Service Users receiving follow up Counselling Services (more than 1) <input type="checkbox"/> Number of referrals received by source <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

D. Financial Counselling and Resilience (T447)

i. Financial counselling

Suppliers of this service provide financial counselling to assist Service Users by **enabling access to financial information, strategies, and options** suitable to their needs.

Services focus on helping Service Users **avoid or manage financial crises**. This includes financial counselling to assist Service Users who are faced with debt and other financial issues, and who already have urgent and complex needs.

Financial Counselling includes (but is not limited to):

- **information, advice, individual advocacy**, and referral to assist with the management of Service Users' financial resources, including household budgets
- **complex case work** concerning financial problems – including research and gathering information about referral pathways and advocating on behalf of the Service User to creditors, utilities, debt collection companies and other support networks
- **referral pathways** with a range of non-government and government stakeholders to respond to the needs of the Service User group, including referrals to providers of low-cost financial products.

Requirements

- Financial counselling services are confidential.
- Financial counsellors must not perform the work of Financial Planners or Financial Advisors and do not provide therapeutic counselling.
- Financial counsellors must meet the requirements of membership for the Financial Counsellors' Association of Queensland (FCAQ) and will be actively working towards completing the Diploma of Financial Counselling (where not already obtained).
- Financial Counselling staff have adequate supervision, training and professional development and networking opportunities.

ii. Financial resilience

Suppliers of this service build the capacity of Service Users to understand their financial situation by increasing **financial literacy**, increasing awareness of how to manage financial resources including household budgets.

Financial resilience includes the delivery of **community education activities** on financial literacy and related matters activities/strategies to increase community awareness and promote the availability of financial counselling or assistance, for example, community information sessions on financial matters.

Financial literacy **involves an elevated level of coordination with other services** and relevant human services providers (e.g., health services, gambling help services, homelessness services, legal and court services) to ensure Service Users receive the spectrum of support they need. This would include referral to providers of low-cost financial products.

Requirements

Individuals engaged to deliver financial resilience services are not required to hold a particular qualification, but it is expected that employed staff would hold, or be working towards, qualifications in human services or a related field and/or have experience in working with people in a human services context.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 8

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals' families and community groups affected by disasters Service providers including NGOs and local councils - Industry

Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Workers <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users have access to financial advice and support
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users (by type) accessing Financial Counselling Services <input type="checkbox"/> Number and demographics of Service Users receiving follow up Financial Counselling Services (more than 1) <input type="checkbox"/> Number of referrals received by source <input type="checkbox"/> Number of referrals made to financial products and services, by type. <input type="checkbox"/> Number and demographics of Service Users supported to access financial products and services. <input type="checkbox"/> Provide samples of information (includes social media, products, or events) aimed at improving financial resilience at a community level. <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

E. Personal Support – Psychological First Aid (A01.2.99)

Suppliers of this services provide psychological first aid to protect and promote the mental health and psychosocial wellbeing of the affected Service User.

Psychological first aid is often first contact and aids Service Users affected by an emergency to overcome the immediate impact, feel safe, connect to others, help themselves and access physical, emotional and social support. It promotes natural recovery through the identification of immediate needs as well as strengths and abilities to meet these needs.

Psychological first aid is **NOT** counselling. There are five basic elements to psychosocial support:

- Ensuring safety
- Promoting calm
- Promoting connectedness
- Promoting self-efficacy and group efficacy
- Instilling hope.

Requirements

- Ensure staff delivering Psychological first aid must be appropriately trained in the Psychological First Aid methodology.
- Ensure Psychological First Aid is delivered as part of a coordinated response which may include: health and allied health professionals, community and welfare workers, teachers and other education professionals, members of the clergy and other faith-based organisations, recovery workers and other psychosocial support volunteers and trained responders from community organisations.

- Psychological first aid must include all the following elements:
 - assist in determining the range and severity of the Service User’s needs and risk factors
 - ensure that any advice provided is personalised and tailored to the Service User’s situation, support needs and support goals
 - enable the successful linking of a Service User to services identified as suitable for their needs
 - assistance to people to meet basic needs, providing care and comfort, support in decision making and prioritising problems
 - a supportive, calm environment for people who are overwhelmed or disoriented and provide information on coping and connectedness, including linking people with loved ones and services.

Consideration

- Staff may be deployed at short notice.
- It may be necessary to have plans in place to address safety issues, cultural needs as well as support and debriefing for front line staff.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 9

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals’ families and community groups affected by disasters Service providers including NGOs and local councils – Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Workers <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service User mental health and psychosocial wellbeing is supported
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users accessing Psychological First Aid services <input type="checkbox"/> Number and demographics of Service Users receiving follow up Psychological First Aid Services (more than 1) <input type="checkbox"/> Number of referrals received, by source <input type="checkbox"/> Number and demographics of Service Users referred, by type. <input type="checkbox"/> Milestone Case Studies – Select focus <input checked="" type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input checked="" type="checkbox"/> Community. (#) x Case study describing the changing (+/-) in mental health and psychosocial wellbeing of individual Service Users and the general community within the reporting period. Further details to be determined by purchaser and included. <input type="checkbox"/> Other NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.

F. Financial and Material Assistance (T333)

Suppliers of these services provide **cash, food vouchers, food parcels, third-party payments and material support** to Service Users experiencing immediate financial crisis. These services also help increase financial resilience and prevent future financial crisis by ensuring Service Users are referred to appropriate financial and social support services.

Services also include co-ordination of the intake and dispersal of **donated** material goods inclusive of (but not limited to) food vouchers and household hampers and furniture and other household items, prepared meals, food and cleaning hampers, internet and phone cards and clothing.

Requirements

- Ensure all donated material goods are working and fit for purpose
- Liaise with local councils and support agencies to receive and coordinate the distribution of donated goods using a centralised referral process.
- Funding is not used for establishment costs, operating costs, or salaries, unless specified in writing by the relevant government department.
- Report against funding as required
- Ensure all grant funds are for distribution only
- Provide support in collaboration with other local and disaster specific emergency relief providers to ensure no unintended duplication or gaps in available supports.

Consideration

- Consider how services can be delivered in most significantly affected places e.g., suburbs/streets

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 10

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals' families and community groups affected by disasters Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Workers <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service users receive financial and material support
Range of Reporting Requirements	<input type="checkbox"/> Number and demographics of Service Users by type, receiving financial or material services <input type="checkbox"/> Number of referrals received by source <input type="checkbox"/> Total \$ provided to Service Users daily <input type="checkbox"/> Provide statistics on the type and level of intake and dispersal of donated material. <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

G. Community Development, Coordination and Support (A07.2.02H)

Suppliers of these services develop and/or coordinate groups, provide **practical and tangible activities** focused on both **community support** and participation of Service Users.

Services support Service Users **coming together** including social activities and events focused on enhancing personal and community support, developing knowledge and skills, that encourage inclusion and provide a gateway to support services referrals in a non-stigmatising way e.g., self-supporting food stalls, industry field days, community activities, events, and celebrations.

Programs, activities, and services utilise community development and theories of change methodologies by applying principles outlined in the [National Principles for Disaster Recovery Australia](#) which are:

- understanding the context of the disaster and Service User needs
- recognising complexity
- using community-led approaches (responsive and flexible, engaging, and empowering)
- ensuring coordination of approaches
- effective communication
- recognising and building on Service Users and system capacity

Requirements

- Identify, assess, and plan for the needs of Service Users through a process of community consultation including key community recovery stakeholders to facilitate:
 - prioritisation of the needs to be addressed
 - provision of services to affected individuals, families, and the community
 - timely and accurate information to the whole community in multiple formats
 - sharing of information between all key stakeholders and the employing body
 - identification and use of existing and emerging community communication networks
 - use of local services where possible.
- Build on the local social and human services capacity and infrastructure.
- Provide a mixed balance of programs, services, and activities that:
 - provide a range of community focused events and activities
 - respond to the identified and emergent needs of Service Users and the local community with a priority on vulnerable Service Users
 - promote community engagement, cohesion, and connectedness
 - promoting participation of the most vulnerable Service Users.
- Provide **community education** and information events, inclusive of information on the location and services of Community Recovery Hubs, Resources, and Services.
- Undertake widespread community engagement activities to discuss the recovery process and to identify the needs and aspirations of diverse groups within the affected area.
- Ensure a community-led approach supports and enables individuals, families, and communities to strengthen resilience and build sustainability.

Considerations

- Services and activities may encourage the exchange of information and experiences to meet common needs, and/or provide social, therapeutic, and practical support.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 11

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals' families and community groups affected by disasters

	Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Hours <input type="checkbox"/> Days <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Workers <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users have opportunities to come together as a community Service Users are aware of the range of supports and services available
Range of Reporting Requirements	<input type="checkbox"/> Provide details of events/activities (by type) delivered, to help build the capability of Service Users <input type="checkbox"/> Provide samples of events/activities (by type) delivered to help build the capability of Service Users (Advertising, Schedule flyers, reviews, YouTube clips, social media etc.) <input type="checkbox"/> Milestone <input type="checkbox"/> Survey of Service Users to determine changes in levels of capability and resilience Case Study – Select focus <input checked="" type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input checked="" type="checkbox"/> Community (#) x Case Study - Clearly demonstrating how local Service Users and Service Providers inform the purpose and types of events and activities held, and how those events and activities met (or did not meet) the needs of the community. Include interviews with Service Users. To be submitted within 30 days of the end of the contract period. Further details to be determined by the purchaser and included. <input type="checkbox"/> Other NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.

H. Capability Building

Suppliers of these services **actively engage and work across the service system** to strengthen capability and capacity to identify and better respond to the needs of Service Users.

Programs, activities, and responses focus on:

- Operate using inclusive approaches to community-led recovery engagement, needs assessments and planning.
- supporting the **human and social support network** to work together as a system and deliver quality services as individual providers and collectively as a system
- Initiating and supporting key committees and working groups as identified in the local disaster management plan (available through local councils), which may include disaster resilience and mitigation strategies for the future
- Helping Service Users and service providers to increase their knowledge and skills and to better understand, respond to, and implement disaster related actions by working in collaboration with other local and district disaster recovery stakeholders
- Mapping the service pathways for Service Users to identify and remove barriers, strengthen where required and promote broadly across Service Providers and community.

The following are examples of activities under this service type:

- events (community or network meetings, briefings) and resources to upskill workers and volunteers or Service Users

- more complex projects entailing both resource development and the delivery of training events using these resources
- projects and activities such as targeted, one-on-one assistance and the provision of expert or technical advice to support activities that may include service integration, planning and implementation, developing new programs and service delivery models, reviewing business processes, and identifying cost-reduction strategies
- training - either accredited or non-accredited and determining requirements for qualifications or skills sets for service delivery
- support and enable the development of recovery and resilience plans for the affected areas
- raising awareness of and assisting community groups to develop their capacity to submit recovery and/or resilience project proposals under the Flexible Funding Program
- promote disaster recovery and resilience information and share ideas/projects from other locations
- engage with other key stakeholders involved in community recovery at a local level and establish links with stakeholders operating across other components of the disaster relief and recovery continuum.

i. Volunteer Services

Suppliers enable volunteers to supplement the community’s response capability by performing roles that require less technical training, allowing professionals to focus on the more highly specialised roles. This means supporting volunteers to respond in multiple locations and undertake varied roles through a single response.

Requirements

- A planned approach to deploying and organising groups of volunteers (including spontaneous groups), partnering with local service providers, community groups, churches and coordinating with multi-level disaster management authorities and government to:
 - identify and respond to volunteering needs including requests for volunteers with knowledge about specific roles
 - coordinate the recruitment and placement of volunteers as required
 - undertake appropriate processes to screen, monitor and supervise volunteers where required
 - provide training where required.

ii. Chaplaincy Services

Suppliers of chaplaincy services support people at a point of major crisis for pastoral care. They work alongside other relief agencies to help disaster-affected people and equip local faith leaders in their care of traumatised communities.

When people are dislocated and traumatised, they may be affected physically, emotionally, and spiritually. The nature of disaster is that the local capacity to cope is overwhelmed in the face of great and sudden need. This also includes that of local pastoral and faith community leaders.

Services include:

- provide pastoral presence and support to people and communities following disasters
- participate in Recovery activities
- provide resources, training, and support to local ministry agents as they, in turn support their communities in recovery.

Requirements

Chaplaincy services are delivered by experienced clergy from a wide range of faith groups who have been nominated by their religious bodies, trained, and accredited for this work.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 12

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals’ families and community groups affected by disasters

	Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Events <input type="checkbox"/> Places (to be described) <input type="checkbox"/> Other (specify) <input type="checkbox"/> Milestone (to be described)
Range Performance Indicators	Service Users are connected and informed Service Users have increased capability and the skills to move forward
Range of Reporting Requirements	<input type="checkbox"/> Number of volunteers registered <input type="checkbox"/> Number of volunteers allocated roles, by type. <input type="checkbox"/> Number and type of requests for volunteer's support <input type="checkbox"/> Number and demographics of Service Users accessing Chaplaincy Services <input type="checkbox"/> Number of Service Users referred to other Services, by type <input type="checkbox"/> Provide details of events activities delivered that help build the capability of Service Users <input type="checkbox"/> Provide sample materials of events/ activities delivered that help build the capability of Service Users (Advertising, Schedule flyers, reviews, YouTube clips, social media etc.) <input type="checkbox"/> Milestone <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

I. Research and Advice – Needs and Impact Assessment (T443)

Suppliers of this service and these activities that assist with:

- **understanding the early impacts and consequences** of a disaster on the community to enable the provision of appropriate and targeted supports and services.
- **establishment of baselines** to inform recovery planning and monitoring of progress and change over the medium to longer-term.

Services may include:

- **Facilitating a range of community engagement** opportunities with Service Users and disaster recovery systems to understand and document the immediate needs and issues affecting community members.
- **Sharing information** with the disaster recovery group and facilitate a coordinated and integrated multi-agency planning process to inform initial recovery planning and priorities.
- Establish mechanisms to support **two-way communication and engagement** opportunities during each of the recovery phases ensuring all groups within the community have an opportunity to contribute.
- **Working in collaboration** with and share with other local and district disaster recovery stakeholders.
- Undertaking widespread **community engagement** activities to discuss the recovery process, progress and to identify the needs and aspirations of diverse Service Users within the affected area.
- **Working directly** with the community and Service Users to determine the impact of services, activities and actions aimed at building sustainability and resilience.
- **Collecting, collating,** and analysing information, data and findings and presenting them in ways that engage all Service Users as appropriate.

Requirements

- Government’s endorsement of final products must be sought before they are published and distributed.
- Established mechanisms for engaging with Service Users impacted by disaster.
- Tools and resources are tailored to respond to each communities need and situations.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 13

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	<input type="checkbox"/> Individuals’ families and community groups affected by disasters <input type="checkbox"/> Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Milestone (to be described) <input type="checkbox"/> Places (to be described)
Range Performance Indicators	The affects and impact of the disaster on Service Users is understood and shared.
Range of Reporting Requirements	<input type="checkbox"/> Milestone <ul style="list-style-type: none"> <input type="checkbox"/> Evaluation for defined disaster events as outlined in Section 4 & 5 (scope and details to be defined by purchaser, refer Section 11.1) <input type="checkbox"/> Data collection and/or analysis as defined by purchaser <input type="checkbox"/> Project Plan <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

J. Coordination / Network Development

Suppliers of strategic and overarching services and activities deliver whole-of-community disaster management responses, with a view to strengthening and enabling Service Users and community.

Services establish and maintain deep engagement and collaborations with local stakeholders including Disaster Management Groups and District Human and Social Recovery Groups on local needs and requirements.

Excludes services or activities reflected in other service types described in this specification.

Services may include:

- Coordinate the **collaboration of formal and informal local service delivery** to ensure holistic support for Service Users
- Administration of finances and data collection and reporting. **Provide back of house operational, or coordination** of holistic responses to disaster events and **administrative activities** that include:
 - processing and approval grants
 - fraud detection
 - disseminate vouchers
 - outreach services that assess damage to homes and eligibility for appropriate grants e.g., essential services / reconnection, essential household contents grant, structural assistance.
 - effective quality assurance to ensure that grants are distributed fairly and in accordance with eligibility
- Provide audited records in compliance with reporting requirements.

- Identify and resolve operational and/or service delivery issues and any associated support processes, escalating to the customer for resolution if required.

The service delivery table below must be read in conjunction with Section 9 Service Delivery Requirements for all Services. NOTE: items without a tick box are mandatory for this service type.

Service delivery table 14

Service Delivery Options	<input type="checkbox"/> Virtual <input type="checkbox"/> Mobile <input type="checkbox"/> Centre Based
Service Users	Individuals’ families and community groups affected by disasters Service providers including NGOs and local councils - Industry
Range of Outputs	<input type="checkbox"/> Milestone (to be described) <input type="checkbox"/> Places (to be described)
Range Performance Indicators	Service Users have access to, and receive the services they need to help with their recovery
Range of Reporting Requirements	<input type="checkbox"/> Milestone <input type="checkbox"/> Survey of Service Users to determine changes in levels of capability and resilience <input type="checkbox"/> Case Study – Select focus <input type="checkbox"/> Service User, <input type="checkbox"/> Group, <input type="checkbox"/> Place, <input type="checkbox"/> Service Provider, <input type="checkbox"/> Service System or <input type="checkbox"/> Community. <input type="checkbox"/> Report as described by Purchaser <input type="checkbox"/> Other <p>NOTE: Purchaser to name and clearly describe each Milestone. Where a Case study is required, the Purchaser must establish how many Case Studies, type/s of Case Study required (refer section 15) and frequency of submission.</p>

12. Reporting Requirements

I. Reporting

All supplies are required to report on services funded by Government as determined and described under the terms and conditions of the contract. Suppliers must be able to demonstrate that services delivered directly address the human and social consequences from the disaster event.

All quantitative reporting can be supplemented with **optional** qualitative evidence. Qualitative evidence can include Case Study or Snapshots.

Case studies provide an opportunity for highlighting the positive outcomes of an activity, it is also an opportunity to reflect on the challenges encountered. Where case studies are required for reporting, suppliers are encouraged to be as honest as possible. Suppliers can comment on concerns, problems or less than successful outcomes. Case Studies assist with evaluation and consider as an indicator of high-quality practice. Further requirements of case studies are defined by the purchaser and are provided in Section 17.

II. Data collection and evaluation

Data collection and evaluation are undertaken as part of this program to provide the best overview of the program’s effectiveness in delivering on objectives listed in Section 4 and the contributions it makes to the broader community recovery outcomes outlined in the program logic table in section 5 of this document.

Evaluations for this program are undertaken in line with the National Monitoring and Evaluation Framework for Disaster Recovery (the framework) which provides a consistent approach across disasters and allows the

lessons learned from each evaluation to feed into an evidence base to improve subsequent disaster recovery programs.

The framework helps ensure the disaster recovery programs can be evaluated for effectiveness and help to improve subsequent disaster recovery programs, to the extent that the learnings from these evaluations are incorporated into subsequent program design and delivery. To achieve this, the Framework provides:

- a common understanding of the meaning of 'disaster recovery'
- a common understanding of what successful disaster recovery 'looks like'
- a high-level program logic for how successful recovery can be achieved
- an evidence bases to support disaster recovery planning and evaluation
- a list of key evaluation questions that can be addressed in any disaster recovery evaluation
- a guide to source, collect, and use data to assess recovery
- a guide for disseminating the findings from recovery program evaluations.

A data collection and reporting resource has been provided in Section 18 to support Suppliers deliver on the reporting requirements set out in the contract. The resources are not mandatory, they are provided to support Service Providers where no data collection or reporting tools are available or align with the requirements of this specification.

13. Brokerage (IS63)

Where brokerage is supported, Suppliers are required to funds within the context of case management. This means that brokerage:

- must provide for the purchase of services and resources considered essential to achieve agreed client outcomes
- is not the first or the only support a client receives from a service
- Reporting on the use of brokerage requires completing and submitting the report provided in Section 18.

A services brokerage expenditure may be 10 per cent above or below the specified funding allocation to respond to local need within the service overall funding allocation and align to the terms and conditions set out in the contract.

14. Sub-Contracting

Services may be sub-contracted where services are better delivered by a specialist or specialised service. An example of this could be sub-contracting the delivery of psychological first aid or case management for First Nations Australians to a Community Controlled Organisation. Sub-contracting services or part of, must be done in accordance with the terms and conditions of the contract.

15. Contact Information

For further information regarding this investment specification, please contact Community Recovery Branch via email at: crbstakeholderengagement@chde.qld.gov.au

For information regarding current investment opportunities, visit the [Queensland Government QTenders](#)

16. Supporting Documents and Resources

- I. [Australian Emergency Management Handbook Series – Community Recovery Handbook 2](#)
- II. [Natural Disaster Relief and Recovery Arrangements Determination \(2012, Version 2.0\)](#)
- III. [Queensland Disaster Relief and Recovery Arrangements Guidelines \(February 2016, Version 1.0\)](#)
- IV. [Queensland State Disaster Management Plan \(September 2016\)](#)
- V. [District Disaster management Plans / Local Disaster Management Plans](#)
- VI. [9/11 Domestic Travelling and Relieving Expenses](#)

17. Counting rules for each of the reporting requirements

This section aims to clarify each of the reporting requirement and how they counted where it relates to Service Users, Events etc, and supported by examples.

Table 15 – Counting rules and examples

Performance measure code	Reporting Requirement	Count	Examples
IS147	Number of Service Users who accessed a service (during the reporting period)	<p>Count 1 for each unique service user who received a service during the reporting period</p> <p>For Service User to be counted they must have been impacted by the disaster and directly receive a service.</p> <p>It includes children, if they directly receive a service and are not just a beneficiary of service delivery.</p>	<p>Example 1 A family of five seek support from your agency. Two adults and 1 child receive support. The two remaining children do not receive a service – count as three Service Users</p> <p>Example 2 A person is provided with support or accesses a service count as one Service User</p>
	Demographics of Service Users	<ul style="list-style-type: none"> • Gender • Age Group • First Nations peoples or • Cultural and linguistically diverse backgrounds • Suburb and Postcode 	<p>Example 1: Three people received a service during the reporting period:</p> <p>Gender:</p> <ul style="list-style-type: none"> • Male: 2 • Female: 1 <p>First Nations People: 2</p>
IS61	Milestone – Case Study	<p>There are five different types of case studies, and the subjects that they address. These are:</p> <ul style="list-style-type: none"> • Service User– This type of study focuses on a particular Service User as defined in Section 7. • Group – This type of study focuses on a group of Service Users. This could be a family, a group or community, or even co-workers. • Location – This type of study focuses on a place, and how and why people use the place. • Service Provider – This type of study focuses on Service or Service System. This could include the people who work in the Service System or for a 	<p>General Case Study should include</p> <p>Overview – A brief snapshot of the case study. Subject - What or who the case study about and where is it located.</p> <p>Issue - Describe the focus of the case study. Discussion - Include the goals the subject set out to achieve and how you helped.</p> <p>Timeframes – Outline when this happen and what were the sequence of events. Conclusion – Describe the results.</p> <p>Reflections and Learnings: What could have been done better, what were the</p>

		<p>Service provider, or an event that occurred.</p> <ul style="list-style-type: none"> • Community This type of study focuses on an event, whether cultural or societal, and how it affects those that are affected by it. 	<p>unintended benefits or consequences. Innovations etc.</p> <p>Provide an overview of the subject where relevant:</p> <ul style="list-style-type: none"> • Type of Services provided • Rural or remote services • Large or small provider (Number of staff) • Service model (outreach, telephone, centre based) <p>Case studies are stronger when supported by samples, video's, interviews, quotes, Statistics, or photos.</p>
DOC5.01	Number of events held during the reporting period	Count 1 for each event held. Events held daily for one week should be counted as 7	A breakfast BBQ is held at the school each morning for two weeks (school days). This is counted as 10 events.
GM07	Number of Service Users who reported most of their goals were met.	Count 1 for each case/support plan closed/finalised because of the majority of identified goals/needs being met during the reporting period	A Service User has three goals, of which two have been met and one is ongoing (long term). This is counted as 1.

18. Templates

This section provides resource to assist with the collection of data and reporting where Suppliers do not have access to a similar or agreed data collection or reporting resources.

- i. [Brokerage Report](#)
- ii. Reporting Requirement - Data Collection Template [under development]
- iii. Reporting Requirement - Reporting Template [under development]
- iv. [Case Study – Consent form](#)

Brokerage Report

Summary Report from:

insert start date to: insert

end date

Services to complete Sections 1 and/or 2 as

appropriate. **Section 1: Brokerage used to MAINTAIN**

Occasions provided

Purpose	Number of occasions	Amount (\$ whole dollars)
Other expenses to support achievement of case/support plan *		

*Please outline below the main types of expenses in the “other expenses” category above e.g., essential provisions, educational expenses, medical expenses.

Individual clients assisted

	Total clients:	Total amount \$:
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Case Study Consent Form

CASE STUDY CONSENT FORM	
Consent	<p>I give my consent for de-identified information provided by me to "insert name of service" to be used to develop a case study to assist in the performance reporting of the service.</p> <p>I consent to the use of quote/s I have provided to "insert name of service" is to be used in the case study. (Remove this section or strike through if not needed.)</p>
Name (please print)	
Signature	
Information	
What will the information be used for?	<p>"Insert name of service" is funded by the Department of Communities, Housing and Digital Economy. As part of the funding agreement, "insert name of service" must report to the Department of Communities, Housing and Digital Economy about how the service is assisting people and what results are being achieved. These reports may include case studies that demonstrate client experiences and outcomes.</p> <p>The Department of Communities, Housing and Digital Economy will use the case studies to inform their monitoring of the performance of the funded service and to inform development of programs for people who are experiencing homelessness.</p> <p>The case studies may be published in government reports.</p>
What you will be asked to do?	<p>If you agree to participate, we will use the case notes we have on file to construct a de-identified case study about your experience of the service.</p>
Your participation.	<p>The case study will not use your name, but will instead refer to say, "person X." Any specific information that might identify you will not be included.</p>
What if I change my mind?	<p>You may withdraw your consent at any time and your information will not be used. Please notify [insert name of contact staff member] if you would like to withdraw consent or would like further information about the case study.</p>