A spiral-bound notebook with a green cover is shown at an angle. The word "Reporting" is written in large, blue, cursive letters on the lined paper. A blue highlighter is visible in the bottom right corner, with its tip pointing towards the text. The notebook is partially obscured by a white diagonal shape that contains the main title.

Seniors Social Isolation Services

Reporting 101

Seniors and Carers

Department of Families, Seniors, Disability Services and Child Safety

Acknowledgement of Country

I acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and recognise their connection to land, wind, water and community.

I pay my respect to them, their cultures, and to the Elders past, present and emerging.

Today's session will cover:

- The *why* behind reporting - why it's important to you, your clients, Contract Officers and Seniors and Carers
- The Counting rules, definitions and examples

By the end of the session:

***Collect,
count,
report
with
confidence***

Background



Queensland government departments spend about **\$35 billion annually** with non-government suppliers



Queensland Government have a **legal obligation** to obtain **value for money** from all funded services



In 2014 the Queensland Audit Office recommended all departments implement an effective **performance monitoring framework** to ensure **value for money** from all funded services was achieved

Key Concepts

Service Activity

A service activity involves the funded service helping a client through singular or multiple actions aimed at addressing a specific need and furthering the process of assistance.

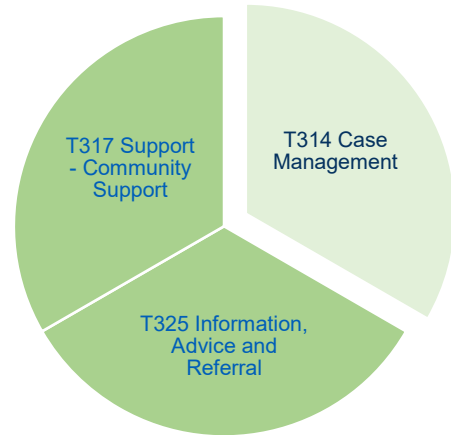
Funding and Classification

Funding is allocated to a service activity, which is described in your Funding Schedule using the Service type classification (Tcode). A Funding Schedule may include one or multiple funded service activities.

Primary Activity

The primary activity is defined as the core service activity that addresses a specific need, and which seeks to achieve an outcome. **Only** the primary activity for each service type is counted, providing clarity and avoiding duplication.

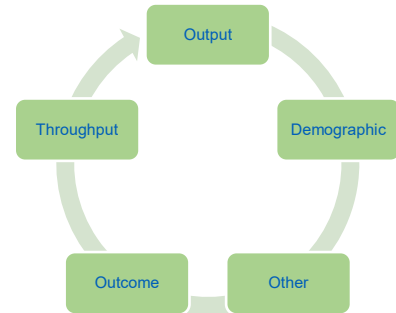
The **Service type** is the funded service activity. SSI program have 2 funded service activities with 3 grandfathered contracts, they remained funded for T314 – Case Management.



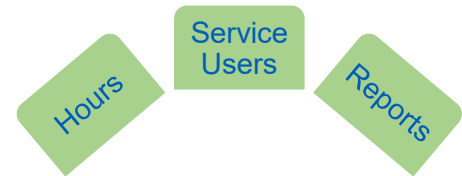
Older People - experiencing (or at risk of experiencing) social isolation (U1144)

The **Service User** is your client, the older person who you provided a service activity to.

A **measure category** is the classification used to group the service activity data.



The **Unit of Measure (UOM)** defines how a measure category is counted.



A **measure code** is a unique identifier or reference number assigned to a measure

Here are 2 examples from P2i

Item Code	Item Description
T325-U1144	Information, Advice and Referral (T325) - Older People - experiencing (or at risk of experiencing) social isolat...

Output

Measure Code	Description	Achieved Value	Target Value	UOM	Comments

Demographic

Measure Code	Description	Achieved Value	Target Value	UOM
IS205F	Number of female Service Users	 	0	Service Users

Counting Output Hours



COUNTING RULE:

Count all hours spent **with** Service Users and/or time spent **on behalf** of Service Users or which can be attributed to a Service User to provide the service type during the reporting period.

HINT: When reporting enter a whole number in the total hours for the reporting period (rounding up).

NOT COUNTED

- Team/staff meetings
- Travel
- Network meetings not organised/held by you
- Entering data for reporting purposes
- Administrative tasks

HINT: indirect service delivery activities that do not directly help the client to achieve an outcome

Examples of Hours spent with Service Users

- A worker spends one hour delivering a group activity. Count as 1 hour.
- A worker goes on a bus trip with their clients that leaves at 10am and returns at 3pm. Count as 5 hours.
- A worker spends 15 minutes speaking to a older person about a query and ringing the older person back. Count as 15 minutes.
- A worker spends 30 minutes compiling data for reporting to the department. **Do not count**

Examples Hours spent on behalf of Service Users

- A worker spends 1 hour attending COTA CoP. Count as 1 hour
- A worker spends 45 minutes setting up a group activity. Count as 45 minutes.
- A worker spends 1 hour planning activities for the next three months. Count as 1 hour.
- A worker spends 2 hours developing a newsletter. Count as 2 hours
- A worker spends 15 minutes researching and arranging a referral. Count as 15 minutes
- A worker attends a network meeting for one hour. **Do not count.**
- A worker spends 15 minutes travelling to a planned activity without clients. **Do not count**
- A worker spends 15 minutes entering data for reporting to the department. **Do not count**

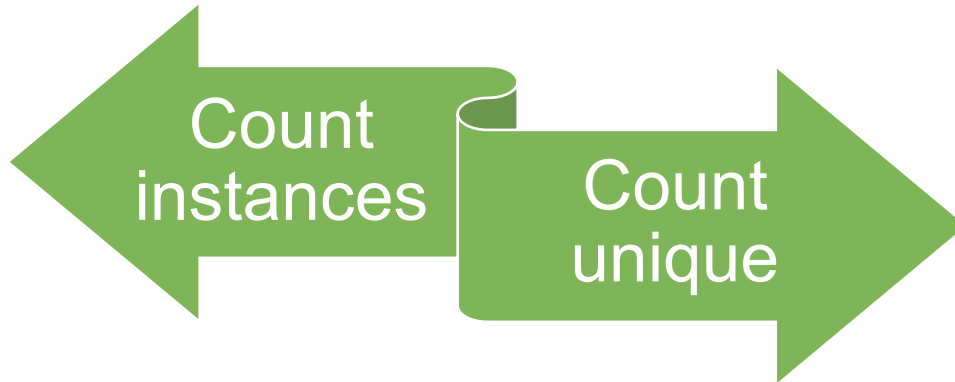
Quality vs. Quantity





Counting Output Service Users

Service Users, your clients are counted in two ways:



COUNT INSTANCES

Count instances Service Users received a service

Each instance of service delivery is counted, regardless of whether the service was provided to the same older person or different older people.

The data count reflects the total number of services delivered to older people during the reporting period.

This counting rule applies to the output - Service Users for:

- T317 Support – Community Support
- T325 Information, Advice and Referral

Examples

- If an older person attends 5 times during the reporting period, the total count is 5 instances
- If 10 older people each attend 3 times, the total count would be 30 instances (10 × 3)
- A service conducted 10 activities with a total of 80 attendees, count as 80 instances
- If 13 older people go on 3 bus trips, whilst on the bus trip to the local park, they also participate in craft activities and yoga. Count as 39 (13 x 3) instances. The primary activity is the bus trip.
- If 10 older people each attend 2 information sessions. Count 20 instances under T317 **only** as the primary activity. Do not count under T325 Information, Advice and Referral if you are also funded for T325.

COUNT UNIQUE

Count each unique Service User received a service

Each unique older person who received a service is counted, regardless of how many times they accessed the service.

The data count reflects the total number of **distinct** individuals who received a service during the reporting period.

This counting rule applies to:

- Measure category - Output Service Users for T314 Case Management.
- All other measure categories for all service types

For example:

- If one older person receives services 5 times, they are counted as one unique Service User.
- If 10 older people each receive services 3 times, the total count would be 10 unique Service Users.

Counting Demographic data of Service Users

Purpose:

To collect information about the characteristics of Service Users.

The data enables organisations and the department understand their populations, address current needs, anticipate future challenges, and ensure that services are inclusive and impactful.

- Are services reaching everyone, particularly marginalised or disadvantaged groups?
- What are the emerging trends and challenges, such as ageing populations?

Counting Rule

- Count each **unique** Service User

Counting Demographic data

May include:

- Number of Service Users identifying as Aboriginal and/or Torres Strait Islander
- Number of Service Users identifying as being from a Culturally and Linguistically diverse background
- Number of Service Users over 75 years
- Number of female Service Users
- Number of male Service Users
- Number of non-binary Service Users or prefer not to answer

Counting Outcomes

Definition

An outcome is the measurable change, benefit, or impact that occurs because of a service activity. It reflects the difference made to an older person.

Counting Rule

Count each **unique** Service User who has shown, or indicated, evidence of improved social connectedness during the reporting period. This may be through a recognised assessment tool or method.

Methods to Measure Outcomes Without an Assessment Tool

Self-Reported Feedback:

- Collect feedback directly from Service Users through surveys, interviews, or focus groups.
- Example: Ask clients questions such as, *"Do you feel more connected to others after participating in this activity?"* or *"Have you made new friends as a result of this coming along to our music group?"*

Observation:

- Workers can observe and record changes in behaviour or engagement levels over time.
- Example: A worker notes that a client who was initially withdrawn is now actively engaging in group discussions and forming connections with others.

Attendance and Participation Records:

- Track consistent attendance or increased participation in group activities as an indicator of improved social connectedness.
- Example: A client who initially attended sporadically now attends every session and participates actively.

Final tips

Reportable data

As outlined in Item 7 of your Funding Schedule, you are contractually obligated to collect, document, and provide data to the department.

- Ensure that only data directly related to the funded service activity is reported.
- Do not include data outside the scope of the funded service activity in the count.
- Count all Service Users who received a service during the reporting period, including those residing outside the contracted geographical catchment area.

Questions?





Seniors and Carers

Department of Families, Seniors, Disability Services and Child Safety