

Department of Families, Seniors, Disability Services and Child Safety

Disability Services Investment Specification

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1. Introduction

The Department of Families, Seniors, Disability Services and Child Safety (the department) supports Queenslanders with disability, their family members and carers, through a range of funding initiatives that help deliver the department's strategic objectives. This includes initiatives that contribute to:

- promoting rights
- enhancing safety, inclusion and engagement
- promoting social and economic participation.

Purpose of the investment specification

The purpose of this investment specification is to outline the intent of funding, who it supports, the types of services to be delivered and the key requirements for service delivery within the Disability Services program.

It provides guidance for the delivery of disability peak and advocacy services to ensure all funded initiatives clearly align with departmental and program objectives and outcomes. It also highlights (in Section 7) the department's desire to collaborate with funded organisations on building insights into the outcomes of funded services.

The department's funding documents underpin the business relationship between the department and the funding recipient. This document should be read in conjunction with the procurement documentation (for new funding arrangements) and the Service Agreement, for organisations that are currently funded by the department. Consideration should also be given to the [Human Services Quality Framework](#) (HSQF) and the quality assurance requirements for the funding recipient.

This investment specification does not guide service delivery where funding is provided specifically to a named individual, often referred to as individual funding. Individual funding is reflected in the [Disability Services output and measures list \(PDF, 214 KB\)](#).

2. Funding intent and use

The department provides funding to support Queenslanders with disability, their family members and carers, and the sector that supports them.

This is achieved through funding organisations across the state to directly deliver services, build service capability, improve inclusion and address systemic issues for

people with disability, their family members and carers, and the sector that supports them.

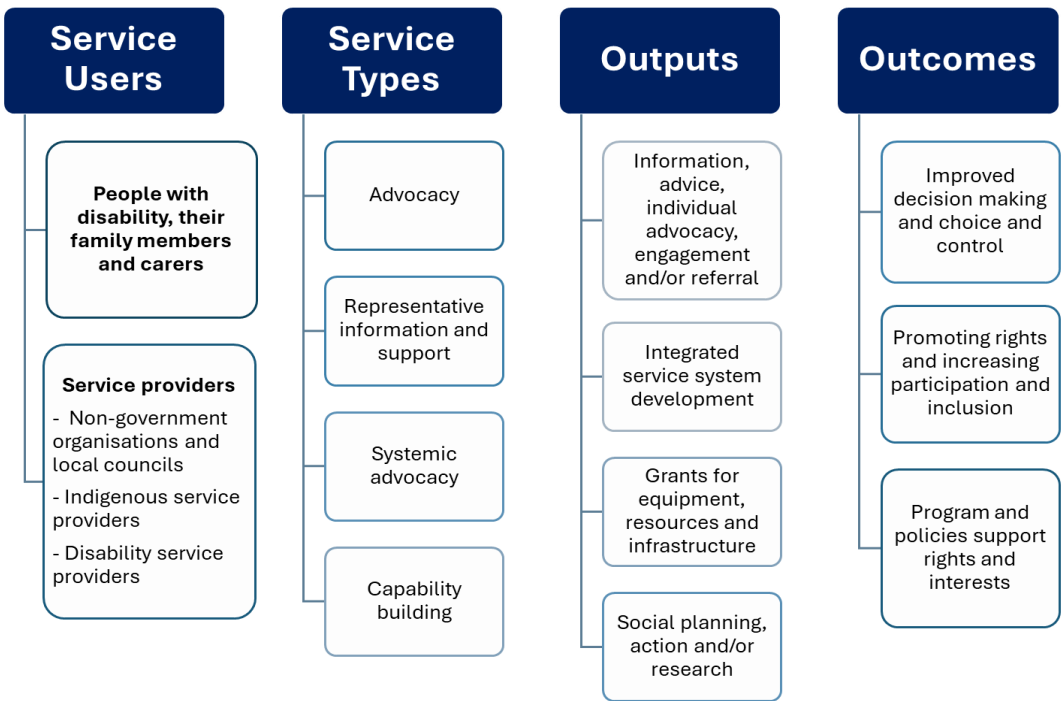
The department’s investment approach is to ensure a clear articulation between investment, service activities, outputs and outcomes. Supports provided by organisations may occur across a range of activities and may contribute to one or more outcomes.

As support for some people with disability, their family members and carers is also provided through the Australian Government and/or other government agencies/departments, funding from the department is intended to complement rather than duplicate existing services and supports.

2.1 Investment map

The table below maps the key components within the program where investment is directed to support the achievement of the program outcomes.

Services and outputs are developed in alignment with the National Classifications of Community Services and established reporting systems within the department.



3. Service delivery overview

The table below provides an overview of the Service Users and service delivery types within the disability peak and advocacy funding program areas.

The department may from time to time update this investment specification in response to evidence and changing needs to invest in additional service delivery responses, or different combinations of responses.

Definitions of these service user types and service delivery types are described in more detail in the *Service Users* and *Service types* sections in this investment specification.

Service User Code	Service User
U5230	Service providers including NGOs and local councils – Industry
U5233	Indigenous service providers - Industry
U7012	Disability service providers and people with disability, their family members and carers
U7015	People with disability, their family members and carers

Service type Code	Service type
T324	Support - Advocacy
T350	Representative information and support
T351	Systemic advocacy
T440	Capability building

4. Service delivery requirements – all services

4.1 General information for all services

Funded organisations must comply with the relevant statements under the headings of “Requirements” as specified in the Service Agreement.

Funded organisations should also have regard to the relevant best practice statements and guidance provided under the headings of “Considerations” in the Service Agreement.

4.1.1 Requirements for all services

Funded organisations must:

- support and deliver against the program’s funding intent and deliver improved services and outcomes for Service Users.

4.1.2 Considerations for all services

Funded organisations should:

- build and maintain strong and extensive statewide and/or local networks to work cooperatively and support a holistic approach to service delivery.

4.1.3 Service delivery methods

Services may be delivered through one or more methods. When choosing service delivery modes, providers should consider what will be most effective for people with disability or other intended service recipients, e.g., family/carers and disability service providers. This includes ensuring service reach, cost-effectiveness and equitable access, particularly for people in regional and remote areas.

Where required, the Service Agreement may specify the service delivery method.

Service delivery methods may include:

- centre-based – services delivered from the service premises in a welcoming, friendly, safe, culturally sensitive and accessible environment
- mobile – delivery of services, or some services, across several locations
- virtual – services delivered online, including providing information via website, Microsoft Teams, e-newsletter, email and hosting resources to support access
- phone-based – services delivered by direct phone support.

5. Service Users

This section defines each unique Service User type and explains the purpose of the funding provided to an organisation to deliver services to that Service User.

5.1 Service providers including non-government organisations (NGOs) and local councils – Industry (U5230)

Definition

Organisations that deliver, or intend to deliver, community services on behalf of the Queensland Government. This includes for-profit and not-for-profit community service organisations, as well as local councils.

Purpose of funding

Funding for these Service Users aims to strengthen the capacity and capability of organisations that provide, or plan to provide, disability services to people with disability.

Services delivered will be through a range of activities tailored to needs and priorities of each organisation.

5.2 Indigenous service providers – Industry (U5233)

Definition

Aboriginal and Torres Strait Islander organisations that deliver community services on behalf of the Queensland Government.

Purpose of funding

Funding aims to strengthen the capacity and capability of Aboriginal and Torres Strait Islander organisations that provide, or intend to provide, culturally safe and appropriate disability services to people with disability.

Services will be provided through a broad range of activities relevant to the identified organisations.

5.3 Disability service providers and people with disability, their family members and carers (U7012)

Definition

This Service User group includes both:

- organisations that deliver funded disability services, and
- people with disability, their family members and carers, who use or seek to use funded disability services and/or mainstream/community services.

Purpose of funding

Funding aims to strengthen the capability of organisations that provide state-funded disability services to people with disability, their family members and carers.

Services will also provide information and referral to people with disability, their family members and carers to build their capacity and improve access to disability and mainstream services.

Services delivered are through a range of activities tailored to meet the needs of the Service Users.

Family members, guardians (for persons 0-18 years) and carers may be formal and informal, and cultural definitions will be recognised.

5.4 People with disability, their family members and carers (U7015)

Definition

People with disability, their family members and carers who use, or seek to use, funded disability services.

‘People with disability’ includes Queenslanders across all disability types and in all locations, including but not limited to:

- people with disability in rural and remote areas of Queensland
- Aboriginal and Torres Strait Islander people with disability
- people with disability from culturally and linguistically diverse backgrounds
- the community of LGBTIQ+SB people with disability
- children and young people with disability (0 up to 18 years)
- family members, guardians and carers may be formal and informal, and cultural definitions will be recognised.

Purpose of funding

Funding aims to strengthen the social and economic participation and inclusion of people with disability, family members and carers, including Aboriginal and Torres Strait Islander people with disability, family members and carers.

This will be achieved through services that:

- provide information and facilitate linkages
- safeguard and promote rights
- strengthen capacity and self-advocacy to support increased participation and inclusion.

6. Service types

6.1 Support - Advocacy (T324)

Definition

Services that support people with disability, their family members and carers to strengthen and safeguard the person's rights and choices, help them overcome barriers to accessing service systems, and support inclusion and participation in the community.

These services include individual advocacy and self-advocacy.

Purpose of funding

Funding aims to support people with disability, their family members and carers to strengthen and safeguard the person's rights and choices, reduce barriers to accessing services and supports, and support inclusion and participation in the community.

Activities

Activities that can be delivered under this service, include but are not limited to:

- providing information and options to support informed decision-making, including self-advocacy
- referral and linkages with other services/supports, including navigating mainstream services and the National Disability Insurance Scheme (NDIS)
- addressing service gaps
- providing information to help people in understanding their rights, and supporting actions that safeguard those rights
- supporting people with disability, their family members and carers to raise complaints about unfair treatment, discrimination, abuse, neglect or harm, and to reduce barriers to participation and inclusion
- building a person's capacity to advocate for themselves
- increasing awareness of the importance and value of advocacy at local, state and national levels.

6.1.1 Requirements – representative information and support

Funded organisations must:

- be independent and operate separately from service delivery functions
- tailor communication to the needs of specific communities. For example:

- when engaging with Aboriginal and Torres Strait Islander peoples or culturally and linguistically diverse Service Users and communities, workers must be inclusive and culturally appropriate
- information for people with vision impairment must be provided in accessible formats such as braille and screen reader compatible materials.
- work alongside people with disability, their family members and carers to promote, protect and defend their human rights, interests and wellbeing. This must include:
 - supporting a person's will and preferences
 - being partisan, loyal and accountable
 - being professional, culturally safe and vigorous in pursuing a person's fundamental needs
 - avoiding conflicts of interest.

6.2 Representative information and support (T350)

Definition

Services that provide information and support to people within a specific cohort, group or disability type (represented group) to increase community awareness, address barriers, and improve participation and inclusion in the community.

Purpose of funding

Funding aims to improve community awareness, increase access to and participation in the community, and support the interests of people in the represented group.

Activities

Activities that may be delivered under this service, specifically for people in the represented group, include, but are not limited to:

- providing disability or carer-specific information and referral
- delivering events, activities and resources that build the capacity of people in the represented group
- distributing information from government and other relevant bodies
- undertaking community awareness, education and training activities, or producing resources that support employment of people with a disability, particularly those in the represented group, to influence attitudes and remove barriers to inclusion
- providing expert advice and information to government and funded disability services on systemic issues.

6.2.1 Requirements – representative information and support

Funded organisations must:

- provide accessible online and statewide support to the represented group, including relevant information and referrals, unless funding is for location-specific support
- demonstrate capability to work collaboratively and effectively with other funded disability services, people with disability, their family members and carers, government agencies and other stakeholders
- have, or establish, effective statewide mechanisms to engage with and represent the views of people within the represented group.

6.3 Systemic advocacy (T351)

Definition

Services that advocate for positive change across any system, process or practice by removing barriers that adversely impact people with disability or the sector that supports them, strengthening coordination and capability across relevant networks, and promoting awareness of the interests of people with disability. These services identify and act on systemic issues to support long-term sustainable change.

Purpose of funding

The purpose of funding is to improve awareness of systemic disability issues and take action on these issues; increase community awareness and support the interests and rights of people with disability to improve access and inclusion in the community; and ensure systemic advocacy activities are informed directly by people with disability, their family members and carers.

Activities

Activities that may be delivered under this service include, but are not limited to:

- identifying systemic issues, barriers and risks and taking action to address them
- building and promoting the evidence base about the systemic issues impacting the rights, interests and wellbeing of people with disability, including through relevant network development and participation
- delivering community awareness activities and presentations to influence attitudes and remove barriers to participation and inclusion
- providing expert advice and information to governments, funded disability services and community on systemic issues.

6.3.1 Requirements – systemic advocacy

Funded organisations must have:

- the capability to work collaboratively and effectively with funded disability services, broader services and sectors, people with disability, government agencies and other stakeholders
- effective statewide mechanisms for engaging with and representing the views of people with disability.

6.4 Capability building (T440)

Definition

Services that enhance the capacity of the service system to identify and respond to the needs of organisations, to better support people with disability and become more sustainable. These services support organisations to improve their capacity, effectiveness and efficiency, knowledge and skills, and to better understand, respond to and implement reforms.

Purpose

Support organisations to improve the effectiveness and efficiency of services delivered to people with disability.

Activities

Activities that may be delivered under this service include, but are not limited to:

- delivering events such as workshops, conferences, seminars (online or face-to-face) and developing resources to upskill organisations, including their workers and volunteers
- developing resources and delivering training
- providing targeted one-on-one support and expert or technical advice to assist with:
 - service integration
 - planning and implementation
 - development of new programs and service delivery models
 - review of business processes
 - identification of cost-reduction strategies.

6.4.1 Requirements – capability building

Funded organisations must:

- provide high-quality evidence-based input to government and disability policy, program and service development
- deliver capability-building activities that deliver specified outcomes and benefits
- tailor events and resources to meet the needs of specific/identified cohorts. For example:
 - capacity-building for workers in small to medium Aboriginal and Torres Strait Islander organisations in regional, rural and remote communities must be inclusive and culturally appropriate and responsive to local circumstances and issues impacting service delivery.
- have effective statewide mechanisms for engaging with and representing the views of organisations
- be able to work collaboratively and effectively with organisations and government agencies.

7. Deliverable and performance measures

The Service Agreement will identify the relevant output and performance measures for each service outlet, including the quantum of outputs to be delivered and the measures that must be collected and reported.

Service User, Service type and Outputs codes are aligned with department coding and established reporting and management systems. These codes are aligned with the National Classifications of Community Services descriptors and codes.

The range of output and performance measures will help demonstrate how the investment contributes to the outcomes in the Investment Map (in Section 2.1) and support ongoing development of outcome measurement.

Service Users	Service types	Measure Codes
U5230 – Service providers including non-government organisations (NGOs) and local councils - Industry U5233 – Indigenous service providers - Industry U7012 – Disability service providers, including people with disability, their family members and carers U7015 – People with disability, their family members and carers	T324 – Support – Advocacy T350 – Representative information and support T351 – Systemic advocacy T440 – Capability building	Output
		A01.1.06 – Information, advice, individual advocacy, engagement and/or referral A07.1.02 – Coordination/network development A07.1.99 – Grants for equipment, resources and infrastructure A07.3.01 – Social planning, action and/or research
		Other
		IS65 – Service Report IS70 – Milestone Report

U5230 – Service providers including non-government organisations (NGOs) and local councils – Industry					
Relates to items 6.2 & 7.1 in a Service Agreement or items 6.2 & 9.1 in a Short Form Service Agreement					
Service type Code	Service User Code	Measure Category	Measure Code	Measure Description	Unit of Measure (UOM)
T440	U5230	Output	A07.1.02 Coordination/network development	Upload a Milestone Report A07.1.02MR	Report
T440	U5230	Output	A07.1.99 Grants for equipment, resources and infrastructure	Upload a Milestone Report A07.1.99MR	Report
T440	U5230	Output	A07.3.01 Social planning, action and/or research	Upload a Milestone Report A07.3.01MR	Report

T440	U5230	Other	IS70	Upload a Milestone Report IS70	Report
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U5233 – Indigenous service providers - Industry

Relates to items 6.2 & 7.1 in a Service Agreement or items 6.2 & 9.1 in a Short Form Service Agreement

Service type Code	Service User Code	Measure Category	Measure Code	Measure Description	Unit of Measure (UOM)
T440	U5233	Output	A07.1.02 Coordination/network development	Upload a Milestone Report A07.1.02MR	Report
T440	U5233	Output	A07.1.99 Grants for equipment, resources and infrastructure	Upload a Milestone Report A07.1.99MR	Report
T440	U5233	Output	A07.3.01 Social planning, action and/or research	Upload a Milestone Report A07.3.01MR	Report
T440	U5233	Other	IS70	Upload a Milestone Report IS70	Report

U7012 – Disability service providers and people with disability, their family members and carers

Relates to items 6.2 & 7.1 in a Service Agreement or 6.2 & 9.1 in a Short Form Service Agreement

Service type Code	Service User Code	Measure Category	Measure Code	Measure Description	Unit of Measure (UOM)
T351	U7012	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours provided during the reporting period A01.1.06H	Hours
T351	U7012	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of Service Users who received a service during the reporting period A01.1.06C	Service Users
T351	U7012	Output	A07.1.02 Coordination/network development	Upload a Milestone Report A07.1.02MR	Report

T351	U7012	Output	A07.3.01 Social planning, action and/or research	Upload a Milestone Report A07.3.01MR	Report
T351	U7012	Other	IS70	Upload a Milestone Report IS70	Report

U7015 – People with disability, their family members and carers

Relates to items 6.2 & 7.1 in a Service Agreement or 6.2 & 9.1 in a Short Form Service Agreement

Service type Code	Service User Code	Measure Category	Measure Code	Measure Description	Unit of Measure (UOM)
T324	U7015	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours provided during the reporting period A01.1.06H	Hours
T324	U7015	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of Service Users who received a service during the reporting period A01.1.06C	Service Users
T324	U7015	Other	IS65	Upload a Service Report	Report
T350	U7015	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of hours provided during the reporting period A01.1.06H	Hours
T350	U7015	Output	A01.1.06 Information, advice, individual advocacy, engagement and/or referral	Number of Service Users who received a service during the reporting period A01.1.06C	Service Users
T350	U7015	Other	IS65	Upload a Service Report	Report

In addition to required output measures, funded organisations are expected to collaborate with the department on developing the approach to reporting on the outcomes and impact of funded activities through Service Reports and Milestone Reports.

Outcome reporting could, for example, demonstrate the extent to which funded activities have improved access to information, advice and advocacy; strengthened

rights protection, safeguarding and self-advocacy; reduced barriers to inclusion and participation; identified and influenced responses to systemic issues; and built the capability, sustainability and integration of disability services.

Outcome evidence may include quantitative data, qualitative analysis, case examples, stakeholder feedback, evidence of barriers addressed, reach to priority cohorts and regions, and examples of changes in policy, practice, service design or service-user experience.