

## Common Q & A re CSGP service specifications

The following questions and answers have been developed to assist DoCS staff and CSGP funded services develop service specifications using the csgp framework.

For services with any other queries, please contact your local CPO.

For DoCS staff with queries, please contact Ms Cathy Newman, at the Partnerships and Communities Directorate by e-mail or phoning 9716- 2605.

NB These questions will be updated and added to as they arise.

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**Q1: Are services required to identify the projected number of outputs that they will achieve in the 12 month period, against their identified output measures?**

*A: Yes - for examples of how to do this see the completed 'sample' service specification included in your User Guide. NB: The department recognises that this is the 'best estimate' for services and that figures during the year can change in either direction for a range of reasons. It is only in the reporting documents that services are required to identify the actual numbers of outputs delivered and outcomes achieved. At this stage the figures are solely a projection.*

**Q 2: If my service is doing an activity but has decided to not select the prescribed output measures (we are meeting the minimum requirements using other output measures), do we have to develop our own output measures for that activity.**

*A: No. Over the next year, a more complete system for the collection of data will be developed in partnership with the CSGP Roundtable, so at this stage the collection of data is only in its early stages of development. NB The Network Office needs to agree that data collected will be sufficient for local information and reporting needs, and that organisations have the capacity to collect the data nominated. That is, in reality most services will exceed the minimum data collection requirements, but this is negotiated between the Network Offices and the services, keeping in mind organisation's capacity to collect data and the minimum requirements.*

**Q 3: My Service includes a coordinator position (wholly CSGP funded) that as a key part of its work coordinates a number of other funded projects (some are CSGP and some aren't - all are auspiced by my organisation). This is a key part of my project's work - where do I detail this work in the service specification template.**

*Activity 2.3 where the work relates to services and activity 2.4 where it relates to the coordination of a physical facility*

**Q 4: When I am inserting the relevant strategies that my service uses to implement the activities we have nominated - do we make up our own measures relating to the strategies?**

*Not usually - wherever possible use the output measures and outcome measures that are described in the service template and drop them down against the strategy. If this is not possible then they can be supplemented by data collection specific to the locally developed strategy. NB: Data collected against strategies needs to be able to be aggregated up to meet the output measures that you have selected from the overall service framework*

**Q 5: My Service includes several projects, but only some of them have been identified for service specification in round one? Why is this, and what needs to be done for the other projects?**

*A: All area offices are required to complete service specification negotiations for at least 50% of its services for 2002-2003. Areas selected services using a range of criteria and DoCS area staff would be bale pt provide services with this criteria if requested. Therefore, it is possible that some organisations will have only had some of their projects identified for service specification negotiation in round one.*

*The projects that have not had their service specifications negotiated in round one for 2002-2003, will have their specifications negotiated in round two in preparation for 2003-2004. This will be completed by April 2003.*

*For these projects, their current service plan will be extended and deemed to cover 2002-2003 in the absence of negotiated service specifications. This will apply to all CSGP Projects that have not been included in round 1, unless there will be a significant change to the activities undertaken by a project, in which case the service should contact their DoCS Network Office and arrange to lodge an updated service plan.*

**Q 6: What do we do to request a merge of projects.**

*A: Within the User Guide there is information detailing the conditions under which a merging of projects can occur (merging allows for the pooling of funds and negotiation of a single service specification for those funds). Please see page 25 of the User Guide.*

*As a general rule, most projects will not be merging for purposes of developing their first service specification. Unless confirmed as otherwise, services should prepare their service specs on the basis of the merge not going ahead, so that in the event that the request is not successful, specifications have been developed for all the related services. Given that for a merge to occur, the services would need to be very similar, the actual merging of partially drafted service specifications should be relatively easy in any event - facilitating the development of a single service specification within this round.*

*In the event that, at this stage of the specification negotiation process, your organisation still identifies that it wishes to merge any of its projects and that the criteria outlined on page 25 is met, the auspice/organisation should request this in writing, addressing their request to their local CPO or DPP.*

NB: This does not apply to the merging of projects across multiple organisations.

**Q 7: Re Outcome Measure 2.4.1b "Percentage of time that a community facility is being utilised to meet the needs of the community" - what is this based on? - 24 hour day does not seem useful - doesn't cover things like how many halls are being used, and where one user uses both rooms - is this one occasion of use or 2?**

*A: In this you would use the possible hours that the Hall could be accessed. For example if the Hall is accessible out of hours and at weekends then include those hours within the range of possible bookings, and then calculate the percentage of utilisation from that. If the Hall is only accessible during the periods that a worker is on site then use those hours as the maximum possible booking times.*

*Re separate Halls within a single facility, each occasion of service (usage of an individual hall) is counted, these would then all be added and divided by the number of Halls (separate bookable spaces) to give an average occasions of service, this figure is then used to arrive at a percentage of utilisation - actual as compared with possible.*

*If the same group use more than one of the available spaces simultaneously this is still two occasions of service.*

**Q 8: My service is not a peak per se, however we often work with the peaks in terms of work that they are leading in our local areas, for example active participation in and partnership work with the peaks around sector development issues that relate to our region. Can we use some of the activities in section 3 to capture and describe this work?**

*A: Objective 3 is intended to capture the work undertaken by agencies where their primary function is industry development as opposed to community development. The work that your organisation as a community development activity undertakes (towards enhancing opportunities for your primary clients - the community) with the peaks should be captured under objective 2, including such activities as: 2.2 Build and maintain community service system networks, brief other services and related activities to promote best practice, improve the level of information exchange and service coordination and enhance effectiveness and utilisation of the services.*

**Q 9: How to write budgets to cover a manager/coordinator of your service who is partially funded by another project and a % of \$ comes from across projects to cover salary costs?**

*A: If the manager/coordinator is crucial to undertaking or supporting the CSGP project then the funds should be detailed as part of the "Other Funds" figure in the income section of the budget. This amount would be based on the amount of time the manager supports the project.*

**Q 10: How do you split management committee projects time over several projects?**

*A: Basically apply a notional weighting to each of the auspiced projects in terms of their relative complexity, and time they have historically consumed of the management Meetings and associated work. Use the weighting to then develop a pro-rata allocation for each of the projects you are completing specifications of.*

**Q11: How do you split the Manager's time across several projects? (We are assuming this is with reference to section 5B(3))**

*A: If the work that the Manager is undertaking is captured within the activities, for example through Key Activity 2.3, then the hours should be allocated in the first item under, "Activities outlined in Framework". The second item, "Administration and staff / project management is intended to only capture the remaining admin/management time that the project's paid staff spend on this specific project..*

*In the event that the hours the manager spends on other projects is not reflected in the key activities for the specified project, then these hours should not be reflected in the income section in the allocation of paid staff hours and indeed should not be reflected anywhere in the document given that they would be entirely funded from outside CSGP.*

**Q 12 What information should Local Government Council supply in Service Specifications under Section 6 – Insurance Details**

*A: Some Councils have indicated that due to the confidentiality issues they would not be prepared to provide the amount of premium paid for individual insurance types. If this is the case, the relevant council should be asked to issue a statement which reflects this view. The statement should be attached to the service specification.*

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