

**Community Services Grants Program**

# service specification template

CSGP

March 2002



## INTRODUCTION

This template should be used to develop the CSGP Service Specification.

This template document is one of three publications that should also be referred to when developing the CSGP Service Specification. The other two necessary documents comprise:

- ◆ the CSGP service framework; and
- ◆ the CSGP service specification user guide booklet.

A service specification is the mechanism by which the Department's and community partners' plans for service provision are translated into contractual terms.

Individual service specifications will be developed against the CSGP Service Framework and will form part (as a schedule) of the Service Agreement. ( The service agreement was previously known as the funding agreement)

Should an agency wish to complete the attached template using a computer, the agency should contact the CPO to arrange for the documents to be sent electronically to the agency.

### ◆ Departmental Contact Officer

The DoCS' person responsible for negotiating your Service Specification is the following:

*(This section should be completed by the project after being contacted by the local DoCS area office to commence developing the service specifications and retained for the project's future reference)*

#### **Network Office:**

**Name:**

**Position:**

**Telephone  
Number:**

**E-mail:**

**Fax Number:**

**Postal Address:**

***Department of Community  
Services***

***CSGP Service Specification***

*for period*

*1/7/0\_\_ to 30/6/0\_\_*

*Issued March 2002*

*This should be completed with reference to the "CSGP Service Framework "  
in addition to the "CSGP Service Specification User Guide" booklet.*

## Section 1: Organisation and Project Information

### Section 1 A Organisational information<sup>1</sup>

- ◆ Organisation name
- ◆ Organisation postal address
- ◆ Nominated contact person for organisation
- ◆ List of DoCS funded projects by program that the organisation or sub-organisation auspices

### Section 1 B Project/Service Information

- ◆ CSGP Project/ Service name
- ◆ Project/Service postal address
- ◆ Project/ service e-mail address
- ◆ Nominated contact person for Project/Service
- ◆ DoCS GAS project code
- ◆ DoCS Network and Area office
- ◆ DoCS Funding/ purchasing level
  - recurrent
  - fixed term
- ◆ Project address from where the service operates (*if different to above postal address*)
- ◆ Project's general description (*please keep brief*)

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<sup>1</sup> Refer to page 9 of the user guide booklet when completing this section.

- ◆ **Geographic area covered by project ie. catchment area**  
*(Ie. List suburbs /localities or Local Government Areas as applicable)*
  
- ◆ **Local government area in which the service or admin centre is geographically located)**
  
- ◆ **Days and Hours service operates** *(including any scheduled closure periods affecting staff and /or clients)*

<b>Section 2A</b>	<b>Primary target/client group<sup>2</sup></b>
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- ♦ What is the primary or major target /client group for the whole project/ service

*Choose a minimum of one or a maximum of two groups that most applies to the project/ service by ticking one or two boxes*

*Tick  
one or  
two  
only*

1.	Families with children	
2.	Individual adults	
3.	Young people and/or their family	
4.	General public/community	
5.	Organisations	
6.	Aboriginal and Torres Strait islanders (ATSI)	
7.	People affected by addiction or other drug and alcohol issues	
8.	Women	
9.	Older people (over 55)	
10.	People with disabilities and their families	
11.	People from culturally and/or linguistically diverse backgrounds (CALD)	
12.	People who are homeless	
13.	People affected by domestic violence or other violence/assault issues	
14.	People who are gay/lesbian/transgender	
15.	People or communities who are socio / economically disadvantaged and/or geographically isolated	
16.	Other – please list	
17.	Not applicable	

<sup>2</sup> Refer to pages 10- 11 of the user guide booklet when completing this section.

<b>Section 2 B</b>	<b>Other significant client group/s (Optional) <sup>3</sup></b>
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*(Choose one to three groups that are significant (but not exclusive) users of the project / service )*

		Tick no more than three boxes
1.	Aboriginal & Torres Strait Islanders	
2.	People affected by Drug and alcohol or other addiction issues	
3.	Women	
4.	People from culturally and/or linguistically diverse backgrounds (CALD)	
5.	Families with children	
6.	Young people and/or their family	
7.	General public/community	
8.	Organisations	
9.	People who are gay/lesbian/transsexual	
10.	People who are homeless	
11.	People or communities who are socio /economically disadvantaged and/or geographically isolated	
12.	People affected by domestic violence or other assault issues	
13.	People with disabilities and their families	
14.	Older people (over 55)	
15	Not applicable	
16	Other (please list)	

<sup>3</sup> Refer to page 11 of the user guide booklet when completing this section.

**Section 2 C** Level of client support needs. (*Optional*)<sup>4</sup>

This optional question only applies to those projects/services that relate to Objective 1 of the CSGP service framework .

Please indicate approximated percentage of clients with particular support needs against each of the following categories (*i.e. based on the amount of time required to assist a client and his/or her family*)

- **High**
- **Moderate**
- **Low**
- **N/A**

Briefly explain/describe

**Section 2 D** Eligibility criteria

Please list the essential eligibility criteria for clients/communities/ organisations to access your service (eg. age, race, residence or circumstances)

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<sup>4</sup> Refer to page 12 of the user guide booklet when completing this section.

**Section 3** Details of negotiated service specifications<sup>5</sup>

*NB selected from those activities, outputs and outcomes within the CSGP Service Framework that are most relevant to your project/service*

<b>Objective</b>	<b>Key activity</b> ♦ <b>And list more detailed strategy under each key activity</b>	<b>Secondary target group (if applicable)</b>	<b>Output measure placed against each activity</b> ♦ <b>And broken down against each strategy where relevant</b>	<b>Outcome measure</b>	<b>Frequency of Data collection</b>

<sup>5</sup> Refer to pages 13- 16 of the user guide booklet when completing this section. Also refer to an example of a completed service specification in the last section of the user guide booklet on page 35.

Objective	Key activity ♦ And list more detailed strategy under each key activity	Secondary target group (if applicable)	Output measure placed against each activity ♦ And broken down against each strategy where relevant	Outcome measure	Frequency of Data collection

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**Section 4** Other contextual information impacting on the project's performance<sup>6</sup>**Section 4 A** External barriers / challenges

- ◆ Are there any service gaps or other barriers /challenges, external to your project/service (and beyond the control of your organisation), that are perceived by your service to significantly impact on the ability of your project/service to meet client/ community/ organisational member demand or need? **Yes /no**
- ◆ If yes please state

**Section 4 B** Internal barriers / challenges

- ◆ Do you anticipate anything occurring within your project/service that may prevent your project / service from achieving the outputs and outcomes in your service specifications? **Yes /no**
- ◆ If yes, please list

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<sup>6</sup> Refer to page 17 of the guidelines booklet when completing this section.

**Section 4 C Other activities of the project (NB optional only)<sup>7</sup>**

- ◆ Are there significant additional activities not currently reflected in the CSGP service framework that are undertaken by your project/ service and endorsed by your local DoCS Community Programs Officer (CPO)?

**Yes/No**

- ◆ If yes , please briefly list here and/or attach an agreed work plan.

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<sup>7</sup> Refer to page 17 of the user guide booklet when completing this section.

**Section 5** Project inputs <sup>8</sup>**A. 200\_/0\_ BUDGET****Income**

- ◆ DoCS recurrent funding \$.....
- ◆ DoCS fixed term funding ( if applicable) \$.....
- ◆ Client fees .....
- ◆ Other funds .....(specify source)
  
- ◆ TOTAL INCOME.....

**Expenditure**

- ◆ Salaries .....
- ◆ Translations/ interpreters.....
- ◆ Other expenses.....
  
- ◆ TOTAL EXPENDITURE.....(*Must equal total income*)
  
- ◆ ASSETS (please list) .....

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<sup>8</sup> Refer to pages 18-19 of the user guide booklet when completing this section.

<b>Section 5 B</b>	<b>Management of project in an average week<sup>9</sup></b>
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**(1) Position/s and Hours of paid staff****(2) Number of volunteers and volunteer hours:**

Type of task	Number of volunteers	Average hours per week
Management/ administrative tasks (including voluntary management committee members)		
Service delivery		

**(3) Hours of paid staff spent in one average week undertaking:**

- Activities outlined in framework \_\_\_\_\_
- Administration and staff /project management <sup>10</sup> \_\_\_\_\_
- Travel \_\_\_\_\_
- Supporting volunteers including management committee members \_\_\_\_\_
- Fundraising \_\_\_\_\_
- Resourcing staff or management committees of other services \_\_\_\_\_
- Maintaining Equipment/Premises \_\_\_\_\_
- Other \_\_\_\_\_

**TOTAL paid hours** *NB Average for one week and must equal hours of paid staff as cited above in section 5 B (1)* \_\_\_\_\_

<sup>9</sup> Refer to pages 19 -20 of the user guide booklet when completing this section.

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**Section 5 B Management of project in an average week<sup>11</sup> continued**
**(4) Staffing backgrounds**

- ◆ Number of staff from a culturally and linguistically diverse (CALD) background
- ◆ Number of Aboriginal or Torres Strait Islander staff

**Section 6 Insurance Details<sup>12</sup>**

- ◆ Organisation's insurance details for the project is as follows:

<b>Insurance type</b>	<b>Company</b>	<b>Premium costs \$</b>
Building (if applicable)		
Contents		
Public liability		
Professional indemnity		
Volunteers (if applicable)		
Work Cover		
Other (please list)		

**Total amount spent by the organisation on insurance to ensure the project is covered** \$.....

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11 Refer to page 20 of the user guide booklet when completing this section.

12 Refer to page 21 of the user guide booklet when completing this section.

**Section 7** Authorisation<sup>13</sup>

**Signatures to the specification of service**

We, the undersigned, warrant that we have full power and authority to enter into this Agreement. As duly authorised delegates of the Agency, we have read and accept on behalf of the Agency the terms of this Agreement to commence 1 July 20\_\_ (ie insert relevant year).

The Common Seal of the Agency/Council  
Was hereunto affixed by authority of the

**If your agency is an Incorporated Association the Seal of the organisation should appear here. If your agency is a Council the Seal or proof of the delegated authority should be provided where indicated. Other agencies should indicate the authority for the representatives to sign.**

(eg Board of Directors/Executive/Management Committee/Council etc)

*Stamp Seal Here*

(Name)

(Signature)

Office Bearer (or Mayor)

(Name)

(Signature)

Office Bearer (or General Manager)

**This section is for Departmental use only**

IN WITNESS WHEREOF the parties have finalised this Agreement on  
this ..... day of ..... 20.....

(Name)

(Signature)

pursuant to the authority vested in him/her under an instrument of delegation executed by the Minister of Community Services, New South Wales on 13<sup>th</sup> September 2001.

before me

(Name of Witness)

(Signature)

<sup>13</sup> Refer to page 21 of the user guide booklet when completing this section.